

Privacy Policy

I am Paula Kench a registered sole trader operating as Brontë Proofreading and Editing Services.

I offer copyediting and proofreading services to businesses, organisations and authors worldwide.

This policy describes how I protect and make use of the information you give me.

If you are asked to provide information, it will only be used in ways stated in this policy.

This privacy policy was last updated on 1st September 2020.

Why do I collect data from you?

I gather and use certain information about you in order to:

- respond to your requests for information (e.g. my availability or a quote for editorial services)
- allow you to register for a special offer
- allow me to contact you while an editing project is ongoing
- enable certain functions on this website
- better understand how visitors use this website

What information do I collect from you?

I collect the following minimal information:

- name
- contact postal address
- phone number
- email address
- information pertinent to your enquiry (e.g. word count, nature of project, your profession/role in the project).

How do I use this data?

The data I collect is used as follows:

- For my internal accounting processes (e.g. so I can invoice you) and so that I am compliant with my tax authority (Her Majesty's Revenue & Customs - HMRC) should it request an audit.
- To contact you in response to your enquiry, order, quote, special offer or booking.
- To record your agreement to the terms and conditions of my editorial services.

I will never use this data for marketing or promotion purposes without getting your permission in writing first (for example, to publish your testimonial for me on my website), or unless you have signed up to be notified about a specific offer.

How do I use cookies?

A cookie is a small file placed on your computer's hard drive. It enables my website to identify your computer as you view different pages on my website.

Web analytics:

- Google Analytics

Cookies do not provide me with access to your computer or any information about you other than that which you elect to share with me.

You can use your web browser's cookie settings to determine how my website uses cookies. If you do not want my website to store cookies on your computer or device, you can amend your settings. Please note that this may affect how my website functions, and some pages may become unavailable to you.

- To learn more about cookies, visit [All About Cookies](#).
- To read Google's privacy statement, and how after 25 May you can request that I remove your information from my analytics data, see [Google's data privacy policies and approach](#) and its [data processing terms](#).

How do I collect your personal data?

I collect and store minimal information via the following forms:

- Contact form (via 123-reg)
- Booking confirmation form (via 123-reg)
- Author's style preferences form (via 123-reg)
- Email (via Virgin Media)

I will never lease, distribute or sell your information to third parties unless you give me written permission to do so, or I am required to do so by law.

You can ask me to remove your data from 123-reg at any time.

How do I store your personal data?

The minimal information I collect is stored on the following data servers:

- 123-reg - This is my website host. It is password-protected and has SSL-certification (https) to provide an additional layer of security. You can access 123-reg security and privacy policy [here](#).
- Google Drive - This is my cloud-based file management system accessed via my password-protected computer. You can access Google's privacy policy [here](#).
- Virgin Media - This is the UK-based password-protected server I use to communicate via email. You can access their privacy policy [here](#).

DATA SERVERS IN THE UNITED STATES

- 123-reg servers are based in the US but are registered with the [EU-US Privacy Shield](#).

How long do I keep your data for?

Because many of my customers and clients work with me more than once, I do not delete data unless specifically requested to do so.

- HMRC requires me to keep records for 'at least 5 years after the 31 January submission deadline of the relevant tax year'. See '[How long to keep your records](#)'.
- Please ask if you want me to delete or amend your records. As long as I'm complying with HMRC's legal requirements, I'll action your request immediately.

With whom is your data shared?

No one, unless you request that I do so in writing, or HMRC elects to audit my business.

Contact me

If you have any questions or requests for modification or removal of your data, you are welcome to email me at paula@bronteproofedit.co.uk or write to me at Paula Kench, 151 Sappgate Lane, Thornton, Bradford, BD13 3DY, UK.