

Privacy Notice

Hannah Clark t/a The Adventures of Penfold and Mossop

This privacy notice tells you what to expect us to do with your personal information.

Our contact details: penfoldandmossop@outlook.com



What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details including mobile number where you ask for receipt to be sent to you following payment by card.
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers)
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

We collect or use the following information to **prevent crime, prosecute offenders, or defend against legal action:**

- Names and contact information
- Customer or client accounts and records
- Financial transaction information

We collect or use the following information to **comply with legal requirements:**

- Names and contact information
- Customer or client accounts and records
- Financial transaction information

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Contract
- Legal obligation
- Legitimate interest: To keep a record of communications regarding provision of goods or services to inform future business planning and to provide services on a voluntary basis.

Our lawful bases for collecting or using personal information to **prevent crime, prosecute offenders or defend against legal action** are:

- Contract
- Legitimate interest: To respond accurately to complaints or disputes.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Contract
- Legal obligation

Where we get personal information from

- People directly
- Schools, colleges, universities or other education organisations
- Publicly available sources
- Third parties:
- Card Payment processor may provide us with personal data in the event there is a dispute which is being resolved via their dispute resolution process.

How long we keep information

We keep financial information and related personal data for 7 years and in all other cases for 6 years.

Who we share information with

Data processors

Square This data processor does the following activities for us: They process card payments and the sending of receipts by text message to mobile phone numbers.

Site123 This data processor does the following activities for us: They host our website and are in charge of the cookies used on the website.

Other organisations

- Insurance companies
- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Professional consultants
- Debt collection agencies
- HMRC or other regulatory bodies

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent - When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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