

Take The Reins



GDPR: Data Privacy Notice for Customers

Take The Reins are committed to protecting the privacy of our customers. The policy sets out the basis on which any personal data that is collected from you, or that you provide to us, which will be processed by the business. It is suggested that as a customer you should read through this document regarding the policies in place for dealing with personal data.

GDPR (General Data Protection Regulation) comes into effect from 25th May 2018.

This is the biggest change in the data protection laws in 20 years. Europe wide legislation, applying to all Member States & will not make any difference when UK leaves the EU in 2019.

GDPR makes changes to the existing framework (currently governed by the Data Protection Act 1998).

As a small business we have taken advice & have the following steps have been carried out.

Key words used in this document;

Data Controller - A controller decides the purposes & means of processing personal data.

Data Processor - A process responsible for processing personal data on behalf of the business.

Categories of Data:

Personal data - GDPR applies to 'personal data' i.e. any information relating to an identifiable person who can be identified by reference e.g. Home address, email address.

Special Categories personal data:

GDPR refers to sensitive personal data as 'special categories - Article 9 of GDPR). This includes genetic data, biometric data where processed to identify an individual. Other examples include racial & ethnic origin etc. This information is NOT collected by Take The Reins.

Processing:

This is the process of dealing with personal data, collecting, recording, organisation, storage & erasure.

Third Party:

This is a legal person, public authority other than the data subject, controller, processor or persons who are authorised to process personal data.

Organisation

Take The Reins is the data controller, we decide how your personal data is processed & for what purposes. The contact details are 0239 632705, sales@take-the-reins.co.uk. All data matters please contact Joanne Parrett, who is the Data Protection Officer & can be contacted 02392 632705/email: sales@take-the-reins.co.uk

Personal Data

This data is collected from you (customer) directly, via details given over the phone to complete an order (address/phone number/credit card details). It also includes information that you provide when you register interest in our website. We only request information which is required for a specific purpose.

Categories of Personal Data collected:

Your title, full name, home address/delivery address, contact name (if applicable), telephone number, mobile number, email address.

Processing of Data:

Processing of data is necessary in order to fulfil an order & to arrange delivery of an item purchased.

Sharing of Personal Data:

Your personal data is treated as strictly confidential, we do NOT transfer your data to any third-parties & if we wanted to carry out research, analysis or for legal reasons we would obtain your consent.

Keeping of Personal Data:

All information held regarding customer details is not stored on a computer but held manually in order book, kept securely in a cupboard in the office. The data is kept for up to 7 years in case of any queries or legal claim arises and to comply with our own record keeping requirements.

Personal Data & Your Rights:

You have the following rights with respect to your personal data;

- Right to request a copy of the personal data we hold about you.
- Right to request that we correct any personal data about you.
- Right to request your personal data may be erased if no longer necessary.
- Right, if there is a dispute in relation t the accuracy or processing of the data to request a restriction is placed on further processing.
- Right to object to processing of personal data used for direct marketing.

Additional Processing:

If we wish to use your personal data for a new purpose, and this is not covered by this Data Protection Notice, then we will provide a new notice explaining the use prior to commencing the processing of the data.

Changes to our Privacy Policy:

Any changes we make to our privacy policy in the future a new notice will be accessible on the home page of our website. If customers are unable to gain access, then a copy will be sent to them.

Complaints:

Please contact our Data Protection Officer - Joanne Parrett. Contact Details: 02392 632705 or email: sales@take-the-reins.co.uk

Joanne Parrett
Owner
Take The Reins
May 2018

