

GDPR - PRIVACY NOTICE - UPDATED MARCH 2019

GARDEN WEDDINGS YORKSHIRE LTD PRIVACY POLICY GARDEN WEDDINGS YORKSHIRE LTD

What is the purpose of this notice?

To describe how we collect and use personal data about you in accordance with the General Data Protection Regulation (GDPR).

What we need

GARDEN WEDDINGS YORKSHIRE LTD will be what's known as the "Controller" of the personal data you provide to us. We only collect basic personal data about you which does not include any special categories of personal information about you (known as Special Category Data). This does however include name, address, e-mail, telephone number.

Why we need it

We need to know your basic personal data in order to provide goods and services to you, process your orders, provide you with marketing, tell you about our products and services. We will not collect any personal data from you we do not need to provide and oversee this service to you.

This Privacy Policy explains how we use any personal information you provide to Garden Weddings Yorkshire LTD when you book or enquire about the services we provide.

We respect your right to privacy and are committed to maintaining it. We only collect, store and process your personal information in accordance with the relevant laws and regulations.

Please read our updated privacy policy carefully, and particularly the section detailing your rights in relation to the personal information that we collect about you: What information we collect

about you? Personal information that we collect from you : Name and Title

Email Address(es) mobile or work Phone Number(s) mobile or work Home Address

Date and venue of your event

Details of your event

Contact details on the day of your event

Your comments, reviews and responses for any feedback received

We collect personal information when you: Book our services through e mail telephone contact or social media contact

Obtain a quote and or express interest in our services

Subscribe to our e mails after providing us with consent to contact you with additional information and financial quotes. Submit reviews or choose to send us feedback for services we have provided Engage with us via social media

How we will use the information about you

We use your personal information in a number of different ways. to enter into, or perform, a contract with you to comply with a legal duty to protect your vital interests.

To fulfil your booking and taking payment, updating you regarding the status of your event booking and payment dates.

To continue to contact you during your event booking to update you with additional information when appropriate.

To continue to contact you with full confirmation details of your event throughout the duration of your booking.

To ask for feedback following your event booking.

To better understand how people interact with our websites

To determine the effectiveness of promotional campaigns and advertising.

We will not share your details with any other third party or event provider unless instructed to do so by you or as a necessary part of your booking contract. Ie Joint bookings Land Hire, Catering ect

How do we store the information we hold

We are based in the UK and we store our data within the EU. Some organisations which provide services to us may transfer personal data outside of the EU.

For example, some of our systems use Microsoft products. As a US company, it may be that using their products result in personal data being transferred to or accessible from the US. However, we will allow this as we are certain personal data will still be adequately protected (as Microsoft is certified under the USA's Privacy Shield scheme).]

We will store the information we hold in cloud based storage Drop Box and Fresh Books invoices Password protected Spreadsheets

Password protected PC

We will not retain your data for any longer than necessary and the longest time that we will hold your data will be six years.

We will reach out to you through social media after this time scale

What we would also like to do with it

We would, however, like to use your name and e-mail address to inform you of our future offers and similar products. This information is not shared with third parties and you can unsubscribe at any time via phone, e-mail and (MailChimp) or on our website.

Social Media

We may use various social media features such as the Facebook “Like” button on our websites and mobile applications. Certain information may be shared or otherwise provided to us through your use of these features. Subject to your account and privacy settings, we may also be able to see information that you post in relation to Garden Weddings. When using these social media platforms whether or not you are using one of our services. In some instances, depending on the circumstances, we may contact you on these social media platforms. The information you post on social media sites as well as the controls surrounding these disclosures are governed by the respective policies of these third parties. Where we use information from these sources, we will respect any permission you have set about how you would like your information to be used for each source. We recommend you routinely review the privacy notices and preference settings that are available to you on any social media platforms.

Updating your details

If any of the information that you have provided to Garden Weddings Yorkshire LTD (for example if you change your e-mail address, name or event venue,) please let us know. Please send an email to Andrew or Brett
hi@gardenweddings.co.uk

Your consent By submitting your information, you give your consent to the use of that information as set out in this Privacy Policy. If we change our Privacy Policy, we will post the changes on this page, and may place notices on other pages of the web site, so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. We will continue to abide by and apply the data protection and data security laws and principles as set out by the European Union.

What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a data subject access request)
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- the right to have inaccurate data rectified
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, you can contact Brett Jackson or Andrew Lingard Director Garden Weddings Yorkshire LTD at hi@garden-weddings.co.uk who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office, the UK supervisory authority for data protection issues.