

# Your Creative Friends – Privacy Policy

## Our Contact Details

Name: Your Creative Friends (Lisa Winrow and Naomi Roots)	Email: <a href="mailto:contact@yourcreativefriends.co.uk">contact@yourcreativefriends.co.uk</a>
Phone: 07828 429 388	Website: <a href="http://www.yourcreativefriends.co.uk">www.yourcreativefriends.co.uk</a>

## Introduction

This privacy policy explains the personal information that we might collect about you when you interact with Your Creative Friends. It also explains how we will handle the information and keep it safe.

We want you to be fully informed about your rights and how we will use your personal information. Please feel free to get in touch if you have any questions.

Your Creative Friends (YCF) is a partnership which builds, designs and manages websites and website content.

## Explaining the Legal Bases we rely on

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Contractual obligations

We need your personal information to comply with contractual obligations when creating you a new website, updating your website or managing your website.

- Legal obligation

We may from time to time infer a Legal requirement upon us to collect and process your data.

- Legitimate interest

In specific situations, we require your information to pursue our legitimate interests in a way which might reasonably be expected as part of running our partnership and which does not materially impact your rights, freedom or interests. For example, we will store your information in our client record files.

- Consent

When you make contact with us for the purpose of requesting us to conduct work on your behalf we will collect and process your information with your consent. When collecting your personal information, we will always make clear to you why it is necessary for YCF to process your information. You can remove your consent at any time (see below for more details)

## When do we collect your Personal Data?

When you make an enquiry via our website, text or email, when we agree to build, update or manage your website and infrequently when you advise us of a change. Also, if given to us by an indirect source.

What sort of personal information do we collect?

- Full Name
- Contact numbers (mobile and landlines)

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- Address
- Email
- Website user stats

## How and Why do we use your personal information?

We treat the information with the utmost care and take appropriate steps to protect it.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Administration of your website(s);
- Communications of other services that we provide that we think may be of interest to you;

We also receive personal information indirectly, from the following sources in the following scenarios:

- If one of our clients passes us personal information for the purpose of us making contact to provide our services

## How we protect your personal information

We understand how much information security means to our customers. With this in mind, we will treat your information with the utmost care and take all appropriate steps to protect it. We will ensure our physical information is safely stored and all electronic information subject to password protection on our computers.

## How long will we keep your personal information?

We will keep your personal information only for as long as necessary for each purpose we use it. This means we will keep your information after an enquiry to us, all the time we are building, updating or managing your website and for a period of 6 years after your last interaction with us (for accounting, tax reporting and record-keeping purposes). After this time we will dispose of your information by deleting it from our computers and shredding any physical information.

## Who do we share your personal information with?

We do not sell or share your information with any other organisations.

## Where your personal information may be processed

Your data is processed by Lisa Winrow and Naomi Roots.

## What are your rights over your personal information?

Your data protection rights. Under data protection law, you have rights including:

- Your right to access - To request copies of your personal information we hold about you.
- Your right to rectification - The correction of your personal information when incorrect, out of date or incomplete.
- Your right to erasure - To request that we erase your personal information in certain circumstances.
- Your right to restriction of processing - To restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - To object to processing of your personal information in certain circumstances.

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- Your right to data portability - To request that we transfer the information that you gave us to another organisation, or to you in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request we have one month to respond. You can contact us to request to exercise your rights at any time as follows:

To ask for your information please contact us via email [contact@yourcreativefriends.co.uk](mailto:contact@yourcreativefriends.co.uk)

If we chose not to action your request we will explain to you the reason for our refusal.

### Your right to withdraw consent

Whenever you have given consent to use your personal data, you have the right to change your mind at any time and withdraw consent.

### Where we rely on our legitimate interest

In cases where we are processing your information on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

### Marketing and promotional communications

You have the right to stop the use of personal information for direct marketing activity by replying UNSUBSCRIBE to our marketing emails or by contacting us. We must always comply with your request.

### Contacting the regulator

If you have any concerns about our use of your personal information, you can make a complaint to us at Your Creative Friends via email [contact@yourcreativefriends.co.uk](mailto:contact@yourcreativefriends.co.uk)

Alternatively, if you are unhappy with our response to any requests you have made to us regarding the use of your personal information, you have the right to lodge a complaint with the Information Commissioner's Office. You can contact them by

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Phone: 0303 123 1113

Online: [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) (opens a new window, please note we cannot be responsible for content of external websites)

Any questions?

We hope that this privacy notice has been helpful in setting out the way we handle your personal information and your rights to control it.

If you have any questions that haven't been covered, contact us and will be pleased to email you:

Email us on [contact@yourcreativefriends.co.uk](mailto:contact@yourcreativefriends.co.uk)