

Ann's Smart School of Cookery Privacy Notice

At Ann's Smart School of Cookery, we value and respect the privacy of our customers and website users, and we take data protection seriously. We are committed to ensuring that we only process personal data from our customers and website users when we are fulfilling a contract, conducting a legitimate business relationship or when we have expressly been given permission to do so and we do everything possible to ensure that personal data is kept safe and secure.

Who are we?

For the purpose of this Privacy Notice, Ann's Smart School of Cookery are acting as a 'data controller' with respect to the personal data of website visitors and customers. Data controller means that we determine why and how we process the personal data that we have collected.

What is 'personal data'?

Personal Data is any information you provide about yourself that allows you to be identified, contacted or located - including things such as your name, address, phone number, fax number, email address.

What personal data do we collect about you?

When you visit our website, we only collect basic connection details which allows us to view statistical data about visitors to the site. No personal data is collected without consent of the user. Optionally, when you choose to send us an enquiry via our website, make a booking or submit a review we collect certain personal information from you including your name, address, telephone number and email address.

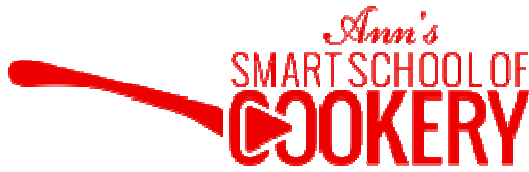
We do not store any printed, hardcopy records containing personal data.

What legal basis are used to justify the collection of your personal data?

We use 'contract' and/or 'legitimate interest' as the legal basis for collecting, storing and processing your personal data when:

- You make a booking/purchase;
- You contact us with a booking enquiry; or
- You submit a review.

We use 'consent' as the legal basis for collecting, storing and processing your personal data only when you have proactively and specifically agreed to us contacting you with marketing promotions - for example, when you have ticked a box on our website to opt-in to receiving marketing promotions. You can withdraw your consent at any time.



How do we use the personal data we have collected about you?

When you make a purchase from us or contact us with an enquiry we need to store your personal information so that we can contact you about your purchase or enquiry and in order to keep historical records of our business relationship. If you have agreed, then we will also, from time to time, send you other information about our products and services, usually via email. We will never share your personal information with any other third-party companies for marketing purposes.

Where is the personal data stored, who has access to it, and how secure is it?

Any personal data collected via our website is held within a secure, password protected system, only authorised users with valid user names and passwords have access to the data held on this system. The system is stored on a secure server that is located in a secure UK data centre where only authorised personnel have access to the building.

How long do we store your personal data for?

If you have made a purchase from us we store your personal information for a minimum of 7 years as HMRC and other government bodies require us to keep transactional and invoicing records for this length of time. If you have requested information from us via our website or via phone we will store your personal data on file for a minimum of 1 year, but we will not send marketing information to you unless you have given us permission to do so.

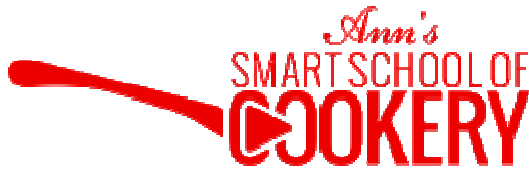
How can you stop receiving marketing information from us?

If we send you marketing promotional material and you do not wish to receive further information, or you wish to unsubscribe from our mailing list you have the right to do so at any time, but either clicking 'unsubscribe' on the email link or please contact us at enquiries@thesmartschoolofcookery.com.

How can you access, review and amend your personal data which we hold?

You have the right to know what personal information we hold about you and are free to amend the personal data we hold about you at any time. To review or update your personal data please contact us at enquiries@thesmartschoolofcookery.com.

How can you delete your Personal data which we hold on file?



In certain circumstances you have the right to request that any personal data we hold is erased. If you wish to delete any of your personal data which we hold on record we will do everything in our power, where legally allowed, to comply with your request. In the first instance, please contact us at enquiries@thesmartschoolofcookery.com. to discuss your request. Please note: We may not be able to delete all of your personal data from our records if you have made a purchase from us within the past 7 years. Also please be aware that because of backups and records of deletions, it may be impossible to delete a record without retaining some residual information retrospectively. An individual who requests to have Personally Identifiable Information deactivated will have this information functionally deleted, and we will not sell, transfer, or use personal data relating to that individual in any way moving forward.

Who can you complain to if you have an issue with the way we process or store your personal data?

If you believe that our processing of your personal data infringes data protection laws then you have the right to complain to the supervisory authority responsible for data protection. You will need to contact the appropriate authority in your EU country of residence, In the UK the supervisory authority is the ICO.

Cookies

Our website uses Cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

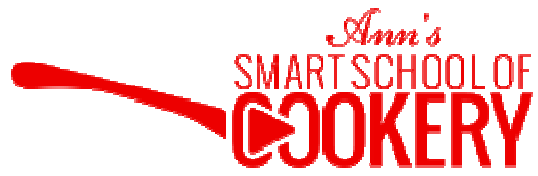
Other websites

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 25th May 2018.

How to contact us



If you ever wish to discuss any aspect of our privacy policy or if you have any concerns or queries regarding how we use or store your personal data please contact us at enquiries@thesmartschoolofcookery.com.