

## **PRIVACY POLICY**

This Privacy Policy describes what data I require, how I use the data given to me, and how I protect it. If I ask you to provide information, it will only be used in the ways stated in this policy.

The policy shows I am compliant with GDPR, and covers:

- Obtaining consent.
- Timely breach notification.
- Right to data access.
- Right to be forgotten.
- Data portability.
- Privacy by design.

### ***1. ACCEPTANCE OF PRIVACY POLICY***

**1.1** I will ask you to accept the terms of the Privacy Policy before I commence any work for you.

**1.2** I recommend that you read this Privacy Policy carefully and regularly check the website for any changes.

**1.3** I reserve the right to change the Privacy Policy at any time. If you are a current client, I will email you the updated policy.

**1.4** If you are a returning client, I will email the updated policy to you at the same time as the contract.

### ***2. WHY DO I COLLECT DATA FROM YOU?***

**2.1** I gather and use certain information about you to:

- a) Respond to requests for information (eg, my availability or a quote for my services).
- b) Provide information (eg, about my services).
- c) Allow me to contact you while I am working for you.

### ***3. WHAT DATA DO I COLLECT FROM YOU?***

**3.1** When you contact me, I collect the following minimal information:

- a) Name and company name (if applicable).
- b) Email address.
- c) Phone number.
- d) Postal address (if applicable).
- e) Information about your enquiry.

### ***4. HOW DO I USE THIS DATA?***

**4.1** I use the data I collect as follows:

- a) To contact you in response to your enquiry.
- b) To keep in contact with you whilst you are my Client.
- c) To send completed work to you.
- d) For my internal accounting processes (eg, to send invoices).
- e) To record your agreement of the Terms and Conditions of my services.

**4.2** I will never use this data for marketing or promotion purposes without getting your written permission first (eg, to publish a testimonial you have written for me on my website).

## **5. HOW DO I COLLECT YOUR PERSONAL DATA?**

5.1 I collect minimal information via:

- a) Email.
- b) A phone call or text if you contact me as such.
- c) My social media accounts, if you contact me through any of them.

5.2 I will never share your personal information with anyone else unless I am given permission in writing (including email), or I am required to do so by law.

5.3 You have the right to request a copy of any data I hold on you.

5.4 You have the right to be forgotten if I no longer need your data to fulfil my legal obligations.

5.5 You have a right to lodge a complaint in writing (including email) if you feel your rights under the GDPR have been infringed.

## **6. WHERE DO I STORE YOUR DATA?**

6.1 The information I collect is stored on the following:

- a) My work laptop, which is password-protected.
- b) iCloud.
- c) My external hard-drive for back up.
- d) My phone, if we have communicated via phone call or text message.
- d) Emails are stored on my password-protected email account.

6.2 In the event of a data breach, I will inform you of the breach as soon as possible.

## **7. HOW LONG DO I KEEP YOUR DATA FOR?**

7.1 HMRC requires me to keep records of paying clients for at least five years.

7.2 For non-clients (ie, enquiries only), I will keep your data for six months, unless requested otherwise (in writing). This is in case you get in contact again; I will therefore have access to your previous questions etc.

## **8. WILL I SHARE YOUR DATA?**

8.1 Apart from the specific data requested by HMRC to fulfil my legal obligations, I will not share your data with anyone, unless permission has been granted by yourselves in writing (including email).

8.2 If you agree to provide a testimonial for me, I will only include any details you give me permission (in writing) to share.

8.3 I do not subcontract work, nor do I discuss any work undertaken with third parties, or on social media without prior permission given in writing (including email).

8.4 I reserve the right to disclose personal information if:

- a) Mandated by law
- b) In connection with any court actions brought by the Client against me
- c) In the good-faith belief that such action is necessary to protect and defend the rights, property or safety of my website, its users or the public

**9. LINKS FROM MY WEBSITE**

**9.1** My website contains links to other websites. Please note that I have no control of these websites outside the *www.proofreadingbycharlotte.co.uk* domain.

**9.2** If you provide information to a website I have linked to, I am not responsible for its protection and privacy.

**10. CHANGING INFORMATION**

**10.1** If you believe that any personal information held by me is incorrect, please contact me so that I can correct it.

*If you have any questions or requests for accessing, amending or removing your data, please don't hesitate to get in touch.*

**This Privacy Policy was last updated on 4<sup>th</sup> January 2024.**