

PRIVACY POLICY

1 INFORMATION PROCESSING

1.1 In order for The Seller to complete their contractual obligations to The Buyer, and 'core business purposes', The Seller will hold The Buyer's personal data including, but not limited to, their name, address, telephone number, wedding date and details.

1.2 The Buyer's personal details supplied via The Seller's forms or from the website, will be held and computerised by The Seller for the purposes of processing and completing the Buyer's order and/or, where definite and deliberate permission has been given, either on the website or in person, used to market and promote The Seller's services.

1.3 Enquirer's personal details will be computerised by The Seller for the purposes of processing and completing queries and any ongoing conversations. Where definite and deliberate permission has been given, either on the website or by email, The Enquirer's data will be used to market and promote The Seller's services.

1.4 The Buyer's/Enquirer's personal details will be encrypted and safeguarded and will not be divulged to any other individuals or organisations other than those needed to preform The Seller's duties (details overleaf).

2 SHARED INFORMATION DISCLOSURE

2.1 In order to fulfil The Seller's contractual obligations to the Buyer, data will be securely shared with the following companies:

Jotform EU (form collection) - this information is emailed to The Seller immediately and stored securely. This data is then removed from Jotform EU after 7 days.

wetransfer.com (file transfers) - secure transfer of PDF printing files via the internet. Files are removed from the server after 7 days.

Digital Printers (receives printing files) - files are used to create printed materials and are kept securely by Ripe Digital Ltd in order to fulfil their contractual obligations to The Seller. These files are retained until the order is complete then removed.

P4D, P2G, UPS & Royal Mail (delivery) - names and addresses, email and/or telephone number will be shared in order for the delivery companies to fulfil their contractual duties to The Seller.

2.2 If Buyers/Enquirers have deliberately opted in to Marketing Materials, data will be shared with the following:

Flodesk (marketing) - Name and email addresses are shared securely for email marketing purposes only. Unless unsubscribed, this data is held until the wedding date of The Buyer then removed.

2.3 Please note *this Privacy Policy* does not apply to the practices of the third parties mentioned above, however assurances have been collected that all processors comply to GDPR.

3 PROCESSING TIME SCALES

3.1 The Buyer's personal data which is not relevant to the following legalities will be removed from the system 6 months after the completion of the order. The Legalities include, but are not limited to, complying with any legal obligations, court orders or legal claims, tax purposes; enforcing The Seller's agreements, terms and policies; preventing, investigating and addressing fraud, and any security or technical issues. This period of time is 4-7 years.

3.2 Enquiries which show legitimate interest will be held for up to 2 years dependant on the enquiry. After this time the details will be removed.

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4 MARKETING, PROMOTION AND PUBLIC RELATIONS DISCLOSURE

4.1 Marketing materials will only be sent to Buyers/Enquirers who have deliberately and definitely opted in to receive said materials, either via the website email list or in person at wedding shows. Buyers will be made fully aware of what they are agreeing to receive, and may remove themselves (or 'unsubscribe') at any time. This data is removed following the wedding date of The Buyer unless otherwise informed.

4.2 If The Seller would like to use The Buyer's finished products for marketing or promotion (for example as images for the website or at wedding shows) permission will be sought prior to this taking place. Any information will be used for The Seller's own advertising marketing or public relations and can include past, existing or present customers or suppliers. The information The Seller holds is restricted to information that is necessary. The Seller advertises and market their own goods and services and will not share data with others.

4.3 If The Seller obtains personal information from a third party, it is for the purpose of marketing their own goods and services.

5 RIGHTS OF THE BUYER/ENQUIRER

If The Buyer/Enquirer reside in certain territories, including the EU, they have a number of rights in relation to their personal information.

5.1 The Buyer/Enquirer has the right to access and receive a copy of the personal information The Seller holds about them by contacting The Seller.

5.2 The Buyer/Enquirer may also have rights to change, restrict The Seller's use of, or delete any personal information. Apart from in exceptional circumstances (for example where The Seller is required to store data for legal reasons or has compelling and legitimate grounds to continue) The Seller will delete The Buyer/Enquirer's personal information upon request.

5.3 The Buyer/Enquirer can object to The Seller's processing of some of their information based on what is classed as The Seller's legitimate interests.

5.4 If The Buyer resides in the EU and wishes to raise a concern about The Seller's use of their information (and without prejudice to any other rights they may have), The Buyer has the right to do so with their local data protection authority.

GDPR DECLARATION OF RESPONSIBILITY

For purposes of EU data protection law, I, Nicky Espinasse trading as With Love Wedding Stationery (The Seller) am the data controller of your (The Buyer/Enquirer) personal information. If you have any questions or concerns, you may contact me at info@withloveweddinginvitations.co.uk or at the address below.

End.