

HD WORDS – GENERAL PRIVACY POLICY – VERSION CONTROL

Version	Date	Amendments	Signature	Position
1.0	12/2/2020			

HD WORDS – GENERAL PRIVACY POLICY

At HD WORDS we respect your personal data. This privacy policy explains how we will use your personal data when you are a client / customer or potential customer.

CONTACT DETAILS

HD WORDS

34 Grenville Gardens, Troon, Camborne, Cornwall, TR14 9DT

07941 632285

info@hdwords.co.uk

www.hdwords.co.uk

THE INFORMATION WE HOLD

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details);
- Business details with respect to work being carried out by HD Words for your business.

HOW WE GET THE INFORMATION AND WHY WE HAVE IT

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

- In order to carry out business with you
- In order to approach you with regard to carrying out business with you

LEGAL BASIS FOR PROCESSING YOUR DATA

Under current data protection legislation, the lawful bases we rely on for processing this information are:

1. Consent. You can remove your consent at any time. You can do so by contacting us using the details above.
2. We have a contractual obligation.
3. We have a legal obligation.

WHAT WE DO WITH THE INFORMATION WE HAVE

We use the information you have given us in order to

- Contact your business
- Write about your business in accordance with the contract we have with your business

We may share this information with:

- Catherine Bennett Accountants, (only details relating to billing and payment collection)

HOW WE STORE YOUR INFORMATION

Your information is securely stored at 34 Grenville Gardens, Troon, Camborne, Cornwall, TR14 9DT.

We keep contact information for up to two years after the last contact with your organisation.

We keep billing information for up to seven years after the last contact with your organisation.

We keep business information with regard to contracted work for up to five years after the last contact with your organisation.

We will then dispose of your information by deleting the data from electronic records, and destroying paper versions of the data where necessary.

YOUR DATA PROTECTION RIGHTS

Under current data protection legislation, you have the following rights:

YOUR RIGHT OF ACCESS

You have the right to ask us for copies of your personal information.

YOUR RIGHT TO RECTIFICATION

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

YOUR RIGHT TO ERASURE

You have the right to ask us to erase your personal information in certain circumstances

YOUR RIGHT TO RESTRICTION OF PROCESSING

You have the right to ask us to restrict the processing of your information in certain circumstances.

YOUR RIGHT TO OBJECT TO PROCESSING

You have the right to object to the processing of your personal data in certain circumstances.

YOUR RIGHT TO DATA PORTABILITY

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charges for exercising these rights. If you make a request, we have one-month (30-days) to respond to you.

Please contact us at the details provided at the beginning of this notice if you wish to make a request.

HOW TO COMPLAIN

You can complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113