

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 4th January 2023.