**R Simmons Ltd - Privacy Notice**

**Customers & Website Visitors – Feb 21**

**Background**

I respect the privacy of everyone who visits the Website and uses the online services. I am committed to respecting, securing, and protecting your privacy and personal data.

I am also committed to being transparent about what I collect from you and how it is used.

This privacy notice provides you with information about what personal data I collect, how I use your data, how I ensure your privacy is maintained and your legal rights relating to your personal data.

**Who am I:**

My business is Roger Simmons Limited.

Registered office address: 32 Moy Avenue, Eastbourne, East Sussex, BN22 8UF

You can make contact by:

Telephone – 07704 838512

Email – rsimmonsltd@gmail.com

By Post – Roger Simmons Ltd, 32 Moy Avenue, Eastbourne, BN22 8UF

**Your Rights**

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data; which this policy and the use of your data has been designed to uphold:

* Right to be informed – you have the right to be informed about the collection and use of your personal data.
* Right of access – you have the right to request a copy of the information that is held about you. You can do this by making contact.
* Right of rectification – you have a right to correct data that is held about you that is inaccurate or incomplete.
* Right to be forgotten – in certain circumstances you can ask for the data held about you to be erased.
* Right to restriction of processing – where certain conditions apply, you have a right to restrict the processing of your information.
* Right of portability – you have the right to have the data held about you transferred to another organisation.
* Right to object – you have the right to object to certain types of processing (such as direct marketing).

If you are unhappy about the use of your data, or you would like to exercise any of your rights, then please make contact and I will solve the problem for you.

If I am unable to help, or you aren’t satisfied with the response, you have the right to lodge a complaint with the UK’s supervisory authority – The Information Commissioner’s Office (ICO). The ICO can be contacted:

By post – The Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

By telephone – 0303 123 1113

Via its Website – www.ico.org.uk

**What Data Do I Collect from You?**

When using the Website, I only collect the information you have provided as part of making an enquiry.

If you are a customer, I will collect additional information which you have provided. These include:

* Contact Details – Your name, address, phone numbers, email address.
* Purchase & Quote Details – Information about products and services you have purchased or enquired about.
* Financial Information – Your bank or payment details when you purchase a service.

If you are a subscriber to the Website content:

* Contact Details – Your name and email address.

**How Your Data is Used**

Data protection law means that your data can only be used for certain reasons and where there is a legal basis to do so. Here are the reasons for which I process your data:

* Orders & Quotes – I’ll use the details you provide to process any orders that you make with us using the Website. If I don’t collect this information, I won’t be able to process your order and comply with my legal obligations. The legal basis for this is contractual obligation.
* Keeping the Website running - providing and managing your access to the Website and services, personalising and tailoring your experience on our Website and services. The legal basis for this is legitimate interest.
* Marketing Purposes - I may send you emails and messages about new features, products and services, and content. You will always be able to unsubscribe from these. The legal basis for this processing is either consent or legitimate interest.
* Answering Your Queries & Customer Support - I will use your email and contact details to answer your contact requests and queries. The legal basis for doing so is contractual obligation.

**Legal Basis**

I have identified a legal basis for each of the data processing purposes. This is what they mean:

Legitimate Interest - Processing your data is necessary for our legitimate interests or the legitimate interests of a third party, provided those interests are not outweighed by your rights and interests.

These legitimate interests are:

* delivering, developing and improving the service
* enabling us to enhance, customise or modify our services and comms
* enhancing data and physical security
* promoting our products, services and business
* responding to customer enquiries and contact requests

In each case, these legitimate interests are only valid if they are not outweighed by your rights and interests. You can always object to our processing of your data based on legitimate interest.

Consent -By providing your personal information, you are giving consent for it to be processed for a specific purpose. You can always withdraw your consent by making contact.

Contractual Obligation - Processing your data is necessary for a contract you have with us, or because I have asked you to take specific steps before entering into that contract.

**Storing and Sharing Your Data**

Data security is very important to me and I take appropriate security measures to safeguard and secure your data which is collected via our Website and services.

* No data is processed outside the EEA.
* I will never sell, transfer or disclose your personal data to any third party.

**How Long Your Data is Kept**

I do not keep your personal data for any longer than it is necessary in light of the reason(s) for which it was first collected and for obligations under other laws.