

CAROLINE CROWTHER

PRIVACY POLICY

We ask that you read this privacy policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

Caroline Crowther collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

Information collected by us

In the course of our activities we collect the following personal information when you provide it to us:

- your name, address, date of birth, gender, relationship status, employment details, contact details, bank details, background information about you, lifestyle information and information about your family
- information that you provide when communicating with us through our website and using our website which may include your email address
- information about your computer and your visits to our website. This may include your IP address, length of visit, geographical location, pages viewed and navigation paths
- your marketing preferences and information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters
- information that you post to our website for publication on the internet
- feedback you provide to us on our services

How we use your personal information

We use your personal information to:

- provide our services and to perform the contract we have entered into with you
- deal with enquiries or complaints
- promote our services such as sending marketing materials and our newsletter. If you no longer wish to receive our newsletter you can inform us at any time via the unsubscribe link
- administer and maintain our website
- maintain accounts and records

- administer, support and manage our business and staff
- where it is necessary for our legitimate interests or those of a third party and your interest and fundamental rights do not override those interests
- where we need to comply with a legal obligation
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- with your consent

Who we share your personal information with

We share your personal information with:

- Other members with whom we are attempting to match you
- Our employees
- Our regulator, the Association of British Introduction Agencies
- Other agencies who are members of the ABIA with a view to matching you with one of their members

Transfer of your information out of the EEA

We will share personal information with law enforcement or other authorities if required by applicable law. We will not share your personal information with any other third party.

How long your personal information will be kept

- We will hold your information for 12 months after your membership has been terminated

Reasons we can collect and use your personal information

We rely on (i) the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract and (ii) you have given explicit consent to the processing of those personal and sensitive data for the performance of our contract with you].

Transfer of your information out of the EEA

All our information is held on a server contained within the European Economic Area (EEA). We will only transfer your personal information outside the EEA if you have expressly authorised us to do so or as required by law.

Your rights

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us,
- let us have enough information to identify you,
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates [including any account or reference numbers, if you have them]

If you would like to unsubscribe from any *email newsletter* you can also click on the 'unsubscribe' button at the bottom of the *email newsletter*. It may take up to 10 days for this to take place.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

[If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online

problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.]

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this privacy notice

This privacy notice was published on 25th May 2018 and will be updated periodically.

How to contact us

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us, please send an email to mail@carolinecrowther.com write to Tamarisk Round Oak Road Cheddar Somerset BS27 3BN or call 01934 744788.

Do you need extra help?

If you would like this notice in another format (for example: audio, large print, braille) please contact us (see 'How to contact us' above).