

PRIVACY STATEMENT

Name and contact details
of the Data Controller

Neil Chester
E mail: info@neilchester.co.uk

Neil Chester (“Us”, “We”, “I”, “Our”) is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when interacting with us, you can be assured that it will only be used in accordance with this privacy statement.

Why we collect and process your data:

- Contract – If you purchase something, we have a contract in place with you to deliver a product or service, for which we need to process your personal data in order to meet our contractual obligation.
- Legitimate Interests – Where you have purchased from us or expressed interest in our products or services, we have a legitimate interest to communicate with you and hold your personal data. When processing under this basis, all data shared is safeguarded, relevant and limited to what is necessary and the parties’ interests are balanced against necessary interests, rights and freedoms.

How and what information is collected about you:

We may collect the following information by email, telephone call, by post, digital forms, tracking cookies/analytics, or in-person:

- Name
- Email address
- Postal Address
- IP address
- Country/Location
- Any personal information you voluntarily submit on a form or during a video or telephone call.
- Photographs and videos, as required for delivery of services.
- Cookie data

What we do with the information we gather and what it is used for:

- Communication with you regarding purchases and/or to send you marketing material.
- Delivery/Provision of products and/or services.
- Business analysis and planning.
- Internal record keeping.
- Publishing material on our website and/or social media.

We will not sell, distribute or lease your personal information to third parties unless we have your explicit permission or are required by law to do so. Our employees, associates and agents may be given access to any Personal Information which we collect, but their use shall be limited to the performance of their duties and in line with the reason for processing. We may also store data with third party software providers for the purpose of business processing only, and these providers will be Data Processors by contract.

How we use cookies:

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site or page. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We may use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. We do not use cookie technology to collect Personal Information. You may also wish to refer to www.allaboutcookies.org.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our websites.

The Internet is a global environment and using the Internet to collect and process data can involve the transmission of data on an international basis. Therefore, by browsing our websites and communicating electronically with us, you acknowledge our processing of data in this way. However, we will endeavour to protect all Personal Information collected through our websites in accordance with our data protection standards.

Links to other websites:

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Your Rights:

- If you have given your consent to us processing your data, you have a right to withdraw your consent to any further processing.
- Unless we are operating under a Legal Obligation, you have a right to request your data to be erased from our records.
- If we are operating under a Contract or Consent basis, you have the right to request your data be transferred to another organisation.
- If we are operating under a basis of Legitimate Interests (ours, or the wider public), you have the right to object.

If you wish to withdraw consent or request a transfer or erasure of your data, please email info@neilchester.co.uk.

We will always give you the opportunity to opt out of future marketing whenever we send you marketing material, or you can opt out at any time by contacting us.

How you can access your information:

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you, please write to Neil Chester at info@neilchester.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, or have any other data protection related issues or queries, please write to Neil Chester as soon as possible at the above email. We will promptly correct any information found to be incorrect.

How long we keep your information for:

We will retain your data until we no longer have a use for it. Requests for deletion will generally be approved, unless upon review it is deemed necessary to retain the information for legal purposes.

Data transfer outside the United Kingdom:

In some instances, it may be necessary for us to transfer your data outside of the UK. This is generally only for the purposes of online storage in servers which may be based outside the UK. All providers used who are non-UK based are compliant in their security, including having appropriate Standard Contractual Clauses, where necessary. In any instances outside this purpose, we may seek further consent from you to do this. In all instances, we will take all steps necessary to safeguard your information and ensure that your data protection rights are maintained.

Security:

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have in place secure electronic systems and procedures to safeguard and secure the information we collect.

We will continue to meet our UK GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments, where these are relevant/required.

Amendments:

We reserve the right, at our discretion, to make changes to any part of our websites, this Privacy Statement, or our Terms of Business. It is important you check this statement from time to time to ensure that you are happy with any changes.

Right to Complain:

If you have a concern about our information practices, you have a right to complain. You can do so by contacting the Information Commissioners Office on 0303 123 1113 or by visiting www.ico.org.uk.