

Out of Hours Typing Ltd
Privacy Notice
May 2018

BACKGROUND:

Out of Hours Typing Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Out of Hours Typing Ltd.

A limited company registered in England under company number 6007030.

Registered address: 21 Champford Lane, Wellington, Somerset, TA21 8BH.

Main trading address: as above.

VAT number: not registered.

Data Protection Officer: June Heather Dunnett, Director.

Email address: june@outofhourstyping.co.uk.

Telephone number: 01823 662 814.

Postal Address: as above.

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What Are Your Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to

do this.

- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent for the performance of a contract, and we will hold that data for as long as the contract between us exists. If the contract ends, we will of course remove all data held in connection with your company from our systems. Your personal data will not be copied to anyone else without your consent except possibly HMRC in connection with a company accounting audit.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. **What Personal Data Do We Collect?**

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Company name;
- Address;
- Email address;
- Telephone number.

6. **How Do We Use Your Personal Data?**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for the following purposes:

- Providing and managing your account.
- Supplying our services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our services for you.
- Communicating with you. This may include responding to emails or calls from you.

We will never use your personal data for marketing purposes, and you will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC

Directive) Regulations 2003.

We do not use any automated decision-making or automated profiling.

7. How Long Will We Keep Your Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for as long as the contract between us exists.

8. How and Where Do We Store or Transfer Your Personal Data?

We will only store or transfer your personal data in the UK. Completed work has been stored in OneDrive for some time now. This means that it will be fully protected under the GDPR.

9. Do We Share Your Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to one important exception that being if HMRC require to carry out an audit of our accounts.

10. How Can You Access Your Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. We will respond to your request as quickly as possible.

11. How Do You Contact Us?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details):

Email address: june@outofhourstyping.co.uk.

Telephone number: 01823 664 812 (mobile 07772 922 129).

Postal Address: 21 Champford Lane, Wellington, Somerset, TA21 8BH.

12. Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be notified to you by email.