

## **Cookie privacy policy / GDPR data / privacy policy. 2018**

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998 and the EU Privacy and Communications Directive and The GDPR - General Data Protection Regulation 2018). This includes information submitted voluntarily by you through a form or gathered automatically as you visit this website.

You should not submit any sensitive or private information through this website except through acknowledged secure areas, such as our customer contact form or our blog pages. The owners of this website accept no responsibility for data submitted through insecure areas of this website.

### **The data we hold about you and why.**

Data we hold about you:

Name, email address, telephone number, address.

Why we hold it:

If you order products or services from us we will hold your contact details so we can fulfil our service to you.

By submitting your contact details to us, we may contact you or send you marketing materials. We will give you the opportunity to refuse any marketing emails from us and unsubscribe from any newsletters in the future. All information provided is held securely and will not be transmitted to third parties. You also have the right to request your details are deleted from our databases. **You may be asked to consent to this.**

### **Rights under GDPR to your information and data:**

Briefly - You have the right to request access to or a summary of the information, receive a copy of your data or request it is erased. Any data breaches should be reported within 24 hours if possible but at least within 72 hours and the nature of the breach. Dales Web Solutions does not hold any of your financial details, DOB etc.

The GDPR includes the following rights for individuals – These are key requirements and rights under the GDPR.

The right to be informed: what information is held - you have the right to be informed about the collection and use of their personal data.

The right of access: can make a subject access request verbally or in writing.

The right to rectification: to have inaccurate personal data rectified, or completed if it is incomplete.

The right to erasure: to be forgotten: if you either withdraw their consent to the use of their personal data or if keeping that data is no longer required.

The right to restrict processing:

You have the right to request the restriction or suppression of your personal data.

The right to data portability: allows you to obtain and reuse their personal data for your own purposes across different services.

The right to object: to how data is used - an absolute right to stop their data being used for direct marketing.

The right not to be subject to automated decision making: re marketing etc. automated individual decision-making (making a decision solely by automated means without any human involvement); and profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision-making process.

You can make a request for any of the above verbally or in writing and should receive the request within one calendar month. No fee is charged for this.

Consent to hold data:

You may be asked to positively consent to us holding your data. You can withdraw consent whenever you wish – but this may have adverse effects on your services.

## **Privacy**

### **Cookies.**

#### **Third party cookies.**

We do not control the dissemination of third party cookies. You should check the third party websites for more information about these.

Our site may use google analytics to anonymously collect data about your visit. We do not collect any personal details about you and cannot identify you.

#### **Links to other sites.**

Our website may contain links to other sites.

Please be aware that we are not responsible for the privacy practices of other sites.

#### **Third party transactions.**

Our web site may redirect you to a third party web site that we employ to run certain aspects of our business, for example an online booking system capable of taking your on line payments or on line payment gateways e.g. PayPal, etc. Every effort is made by us to ensure the security of the third party, but they are responsible for the data they collect and its security and we cannot be held responsible for data breaches from their systems – if you

are unsure please make your purchases via another payment - route such as direct contact with us.

**If you have any questions/comments about privacy, you should contact us.**