Jacqueline Harvey
editorial services
email jlkharvey@sfep.net
website www.jacquelineharvey.net

Privacy Policy

This privacy policy sets out how I look after your personal data when you visit my website and/or purchase my services and tells you about your privacy rights and how the law protects you.

Some of the terms used here are defined in the Glossary.

Important information

Controller

I am the controller, and I am responsible for your personal data.

Third-party links

My website may include links to third-party websites, plug-ins and applications. Clicking on these links or enabling the connections may allow third parties to collect or share data about you. I do not control these third-party websites and am not responsible for their privacy statements. I encourage you to read the privacy policy of every website you visit when you leave this website.

The data I collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

I may collect, use, store and transfer different kinds of personal data about you which I have grouped together as follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone number(s).
- **Financial Data** includes bank account and payment card details.

- **Transaction Data** includes details about payments to and from you and other details of services you have purchased from me.

How is your personal data collected?

I use different methods to collect data from and about you including through:

- **Direct interactions**: You may give me your Identity, Contact and Financial Data by filling in forms or by corresponding with me by post, phone, email or otherwise. This includes personal data you provide when you enquire about or use my services, give me feedback or contact me.
- **Third parties or publicly available sources**: I will receive personal data about you from various third parties and public sources as set out below:
    - Technical Data from analytics providers such as Google based outside the UK.
    - Contact, Financial and Transaction Data from providers of technical, payment and delivery services such as PayPal based in or outside the UK.
    - Identity and Contact Data from publicly available sources such as Companies House.

How I use your personal data

I will use your personal data only when the law allows me to. Most commonly, I will use your personal data in the following circumstances:

- Where I need to perform the contract I am about to enter into or have entered into with you.
- Where it is necessary for my legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where I need to comply with a legal obligation.

Purposes for which I will use your personal data

I have set out below, in a table format, a description of all the ways in which I plan to use your personal data, and which of the legal bases I rely on to do so. I have also identified what my legitimate interests are where appropriate.

Note that I may process your personal data for more than one lawful ground depending on the specific purpose for which I am using your data. Please contact me if you need details about the specific legal ground I am relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to me	(a) Identity (b) Contact (c) Financial (d) Transaction	(a) Performance of a contract with you (b) Necessary for my legitimate interests (to recover debts due to me)

International transfers

I do not and will not transfer your personal data outside the UK unless you authorise me to do so.

Data security

I have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

I have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where I am legally required to do so.

Data retention

How long will you use my personal data for?

I will retain your personal data only for as long as is reasonably necessary to fulfil the purposes I collected it for, including the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. I may retain your personal data for a longer period in the event of a complaint or if I reasonably believe there is a prospect of litigation in respect to my relationship with you.

To determine the appropriate retention period for personal data, I consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which I process your personal data and whether I can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Glossary

LAWFUL BASIS

Legitimate interest means the interest of my business in conducting and managing my business to enable me to give you the best service and the best and most secure experience. I make sure that I consider and balance any potential impact on you (both positive and negative) and your rights before I process your personal data for my legitimate interests. I do not use your personal data for activities where my interests are overridden by the impact on you (unless I have your consent or am otherwise required or permitted to by law). You can obtain further information about how I assess my legitimate interests against any potential impact on you in respect of specific activities by contacting me.

Performance of contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal obligation means processing your personal data where it is necessary for compliance with a legal obligation that I am subject to.

YOUR LEGAL RIGHTS

You have the right to:

Request access to your personal data (commonly known as a 'data subject access request'). This enables you to receive a copy of the personal data I hold about you and to check that I am processing it lawfully.

Request correction of the personal data that I hold about you. This enables you to have any incomplete or inaccurate data I hold about you corrected, though I may need to verify the accuracy of the new data you provide to me.

Request erasure of your personal data. This enables you to ask me to delete or remove personal data where there is no good reason for my continuing to process it. You also have the right to ask me to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where I may have processed your information unlawfully or where I am required to erase your personal data to comply with local law. Note, however, that I may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where I am relying on a legitimate interest (or that of a third party) and there is something about your particular situation that makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where I am processing your personal data for direct marketing purposes. In

some cases, I may demonstrate that I have compelling legitimate grounds to process your information that override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask me to suspend the processing of your personal data in the following scenarios:

- If you want me to establish the data's accuracy.
- Where my use of the data is unlawful but you do not want me to erase it.
- Where you need me to hold the data even if I no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to my use of your data but I need to verify whether I have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. I will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right applies only to automated information that you initially provided consent for me to use or where I used the information to perform a contract with you.

Withdraw consent at any time where I am relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, I may not be able to provide certain products or services to you. I will advise you if this is the case at the time you withdraw your consent.