

Privacy & Cookies

We are committed to ensuring that your privacy is protected. Should we ask you to provide information by which you can be identified when using this website, or by other means you can be assured that it will only be used in accordance with this privacy statement and the EU General Data Protection Regulation (GDPR).

Unless we are negligent in exercising our responsibilities then we shall not be held liable for unauthorised access to information supplied by you. We may occasionally change this policy by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What information do we collect and how do we use it?

Website Users' Data - We do not collect any unique information about you via our website - such as your name, email address, contact details, etc - except when you specifically provide it - ie. via newsletter subscription, creating user accounts, contact forms, email contact, etc.

We do collect and hold data when you create an account, register to receive our email newsletter, or submit other online sign-up forms on our website or contact us via email. In addition to holding your details for internal record keeping and customer communications, with your explicit permission we may send you news, content and business information we think relevant to you, namely:

- Blog and website articles;
- Newsletters;
- Offers, discounts or upcoming events we think would be of interest to you;
- Other product or service information relevant to our business relationship with you.

By submitting personal details to us via our website you are consenting to the use of those details for the purposes of identifying you as a unique user. Your details are securely stored on our CRM System, email database and with our external email management provider, Mailchimp.

We will not use your information about you submitted via our website for any other purpose if you have not indicated that you are happy for us to do so. We will not pass your contact details to any third party for any use - including marketing - without having first received your explicit consent.

Our Clients', Business Contacts' & Suppliers' Data - Our policy is to ask for, or collect and store only the business and personal data necessary for conducting business purposes and for relevant record keeping. We ask our clients, contacts and suppliers to only share personal data where it is strictly needed for those purposes. Data may include name, position, phone number, email and other general contact details. In addition we may collect and store similar data from legitimate emails and business enquiries ie. sender name, recipient name, date and time, etc. We store and process this data in order to run our business smoothly and efficiently - ie. managing customer relationships, delivery of service, maintaining and using IT systems, administering and managing our website and online services, etc. Unless we are asked not to, we may use client and business contact details to provide information that we think will be of interest about us and relevant to our services.

The information we hold about you will not be shared with any other entity or organisation, without your explicit consent (or if required to do so by law) apart from our service providers who operate elements of our service and process data on our behalf - such as Mailchimp for email newsletters.

As required by the General Data Protection Regulation (GDPR) we follow strict security procedures in relation to the storage and disclosure of information which you have given to us, to prevent unauthorised access or use of such data.

Updating or Deleting Your Information

Details of the data we hold on you will be provided to you on request. Any request of this nature should be directed to the email address shown at the bottom of this notice. Any personal data we hold on you will be deleted or updated upon request and any inaccurate or misleading data held will be changed or deleted upon your request.

You have the right to access any of the information held about you by emailing: **melanteehill@aol.co.uk**

You have the right to unsubscribe from our database by selecting unsubscribe option at the bottom of any of our communications or by contacting **melanteehill@aol.co.uk**

Cookies

We do note and save information such as time visit, pages visited, length of visit and content viewed when you visit our website. This information is used to provide more relevant services to users. Cookies do not collect any personal information about you or data that can be used to identify you.

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. 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.

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.

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

To find out more about cookies, visit www.allaboutcookies.org

Links to other sites

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 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.

With whom do we share your information?

The information we hold about you will not be shared with any other entity or organisation, without your explicit consent (or if required to do so by law) apart from our service providers who operate elements of our service and process data on our behalf.

Who can I ask if I have additional questions?

We will answer any additional Privacy related questions you may have by emailing **melanteehill@aol.co.uk**