**Get It Done (Colchester) Ltd GDPR Privacy Policy**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Get It Done (Colchester) Ltd, 3, Pattinson Walk, Great Horkesley, Colchester, Essex CO6 4EB.

**About This Document**

This privacy policy sets out the way we process your personal data and we’ve created this privacy policy to make sure you are aware of how we use your data.

**How We Collect Your Information**

We may collect your personal data by means of a form on our website, via a message from our facebook page, by telephone, email, or post. We may collect this data in the following ways:

1. Directly from you, when you request our services, or contact us for other reasons
2. When we, from time to time, contact you regarding administrative matters
3. From someone else who is authorised by you, for example a relative, and requests the same information noted in points 1 and 2

**The Types of Information we Collect**

We may collect the following types of personal information about you:

1. Contact information, including email addresses, telephone numbers and postal addresses
2. Records of communications and interactions we have had with you
3. Information relevant to our provision of services to you

Our website is hosted by Wix.com. Cookies are implemented in every site built by Wix. We use cookies on our website to provide you with a better user experience. We do this by placing a small text file on your device / computer hard drive to track how you use the website, to record or log whether you have seen particular messages that we display, to keep you logged into the website where applicable, to display relevant adverts or content, referred you to a third party website.

Some cookies are required to enjoy and use the full functionality of the website.

We use a cookie control system which allows you to accept the use of cookies, and control which cookies are saved to your device / computer. Some cookies will be saved for specific time periods, where others may last indefinitely. Your web browser should provide you with the controls to manage and delete cookies from your device, please see your web browser options.

1. If you wish to know what cookies are being collected – please follow this link: <https://support.wix.com/en/article/cookies-and-your-wix-site>

*You will be alerted to the fact cookies are being collected when you first enter the site – by continuing to use the site you are agreeing to the consent of cookies being collected.*

**Processing Your Personal Data**

1. We use your personal data to enable us to deliver and charge for the services that we provide. For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, when processing your personal data, we are relying on the legal basis of contract because the information we collect and process is required for us to be able to perform our service obligations and receive payment from you.
2. From time to time, we may contact you to update you on the services we offer or provide you with information on special offers etc. You can opt out of receiving this information at any time.

We are exempt from registration in the ICO Data Protection Register because we only process your information for our core business purposes – staff administration, accounts (invoices and payments) and advertising, marketing and PR (in connection with our own business activity only).

**Sharing your Information with Others**

We do not and will not ever sell your personal data. We may share your personal data with another trade or service provider but always with your express permission first. We do not require your personal banking details as payments are made by cheque or BACS transfer directly to us with your authorisation.

**How is the information stored**

Your personal contact information is held securely in locked applications that are password protected and/or require fingerprint ID to be accessed.

Our website is hosted on the Wix.com platform. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

**How long is your Information is Kept**

We keep your contact information until we consider it is no longer needed as we will not be required to provide any further services to you or until you request it to be erased.

**Your Rights**

Under certain circumstances, by law you have the right to:

1. 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 we hold about you and to check that we are lawfully processing it
2. Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
3. Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below)
4. Object to processing of your personal data in particular ways, including processing based on the lawful basis of legitimate interests and direct marketing.
5. Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it
6. Request the transfer of your personal data to yourself or another party in a safe and secure way, without affecting its usability, for example in a format that is structured, commonly used, and machine-readable

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply. Further details regarding these rights can be found on the Information Commissioner’s Office website:

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation- gdpr/individual-rights/

#### **Privacy policy updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and /or disclose it.

**Contact and Complaints**

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact Get It Done (Colchester) Limited:

1. by email: hello@gidcolchester.com
2. by telephone: 07817 954453
3. or by post: Get It Done (Colchester) Ltd, 3, Pattinson Walk, Great Horkesley, Colchester, Essex, CO6 4EB

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner’s Office website: https://ico.org.uk/