

ELM Copy & Creative Privacy Policy

Our contact details

Name: Erica Mynard

Address: Northampton

Phone Number:

E-mail: erica@elmcopycreative.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- ELM Copy & Creative are the “controllers” of this data under GDPR, the site is hosted by **Wix.Com** as the “processors” of the data and you should also be familiar with their Data Policy
- When accessing third party sites through links, eg Facebook, further data may also be collected by those third parties which is out of our control. We strongly recommend you check and agree to their data policies before accessing their sites via the links.
- Cookies and other IP identifiers will be collected by **Wix.com** and **Google** for the purposes of analytics and marketing. You can elect to allow the collection of this data when you provide your contact details. If you do not consent to allow cookies, only functional cookies will be used.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To receive the regular newsletter and important announcements from ELM Copy & Creative
- In order to engage in a contract of work
- In order to receive a quote for a proposed contract of work
- In order for ELM Copy & Creative to invoice and receive payments for agreed contractual obligations.

We also receive personal information indirectly, from the following sources in the following scenarios:

- If another contractor engaged by you has referred you to ELM Copy & Creative for additional services
- If you have contacted us via **third party** platforms such as Facebook and Instagram messenger or Twitter. **Data collection is then also subject to their individual Data Protection Policy**

We use the information that you have given us in order to provide you with the services or information requested.

With your further permission, we may share this information with other service contractors, eg graphic designers, printers to fulfil your job requirements. **Data will not be shared in this way before receiving separate, written agreement from you.**

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting erica@elmcopycreative.com

(b) We have a contractual obligation.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored by www.wix.com as the “processors” under their terms and conditions.

We keep your *name, email address, postal address and telephone numbers* for *2 years* from the date of your last engagement with us. Or until you ask us to remove them, whichever is the sooner.

We keep a copy of *your job brief and related notes* until we consider the contract to be “complete”. This would usually be *4 weeks after final payment*.

If a contract cannot be completed, eg due to a dispute, all documents will be retained until the resolution of the issue. After completion of each contract, the documents will be destroyed as set out below.

We will then dispose of your information by deleting it from the Wix database and Gsuite email server. Additional Job briefs and documents held directly by ELM Copy & Creative in pursuant of individual contracts will be deleted from our online server and devices.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us directly at erica@elmcopycreative.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at erica@elmcopycreative.com and www.wix.com, referencing ELM Copy & Creative as the website name.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>