Privacy Policy

INTRODUCTION

This privacy notice provides you with details of how we (The Finance Fairy) collect and process personal data when either visiting our site [**www.thefinancefairy.biz**](http://www.thefinancefairy.biz) or becoming a prospect or client of the company.

**Contact Details**

Full name of legal entity: **Emma Rodgers t/as The Finance Fairy**

(referred to as “we”, “us” or “our” in this privacy notice)

Email address: **hello@thefinancefairy.biz**

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues **(**[***www.ico.org.uk***](http://www.ico.org.uk/)). We would be grateful if you could contact us first if you have a complaint so that we can try to resolve it for you.

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at **hello@thefinancefairy.biz**

WHAT INFORMATION DO WE COLLECT ABOUT YOU

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We may process certain types of personal data about you as follows:

* **Identity Data** may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.
* **Contact Data** may include your billing address, delivery address, email address and telephone numbers.
* **Financial Data** may include your bank account and payment card details.
* **Transaction Data** may include details about payments between us and other details of purchases made by you.
* **Technical Data** may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.

**Sensitive Data**

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

HOW WE COLLECT YOUR PERSONAL DATA

We collect data about you through a variety of different methods including:

**Direct interactions:** You may provide data by filling in forms on our website (or otherwise) or by communicating with us by post, phone, email or otherwise, including when you:

* Request a quote for our services;
* Come onboard as a client of our services;
* Request resources or marketing be sent to you;
* Give us feedback.

**Automated technologies or interactions:**We may automatically collect certain data from you as you use our website by using cookies and similar technologies. Please see our cookie policy (below) for further details.

HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when legally permitted. The most common uses of your personal data are:

* Where we need to perform the contract between us.
* Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
* Where we need to comply with a legal or regulatory obligation.

WHY WE PROCESS YOUR PERSONAL DATA

We will only use your data to fulfil our contractual obligations.

* **Lawful basis:** Contract
* **Data collected:** Customer data that includes data relating to any purchases of goods and/or services such as your name, title, billing address, delivery address, email address, phone number, contact details, purchase details and card details.
**The reason we use this basis:** Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract. We process this data to supply the goods and/or services you have purchased and to keep records of such transactions.
* **Lawful basis:** Legitimate interests
* **Data Collected**: User data that includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services
**The reason we use this basis:** Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business.

If, as determined by us, the lawful basis upon which we process your personal information changes, we will notify you about the change and any new lawful basis to be used if required. We shall stop processing your personal information if the lawful basis used is no longer relevant.

We will only use your personal data for the purposes for which we collected it, or for a reasonably compatible purpose if necessary.  If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

DISCLOSURES OF YOUR PERSONAL DATA TO OTHERS

Your data may be shared internally, we may have to share your personal data with the parties set out below:

**HM Revenue & Customs** – Government

**Quickbooks –**Accounting Software

**Moneysoft –**Payroll Software

**Service providers** - Companies who provide IT and system administration services

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

DATA SECURITY

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we 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 we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers.

In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

YOUR LEGAL RIGHTS

As a data subject, you have a number of rights. You can:

* access and obtain a copy of your data on request;
* require us to change incorrect or incomplete data;
* require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
* object to the processing of your data where we are relying on our legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please email **hello@thefinancefairy.biz**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

COOKIES

We use cookies on this 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 and to display relevant adverts or content.

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

Cookies that we use are implemented on the website by Wix and are listed below:

|  |  |  |
| --- | --- | --- |
| Cookie Name | Life Span | Purpose |
| svSession | Permanent | Creates activities and BI |
| Hs | Session | Security |
| Incap\_ses\_${ProxyID}\_${Site-ID} | Session | Security |
| Incap\_visid\_${Proxy-ID}\_${SiteID} | Session | Security |
| Nlbi\_{ID} | Persistent cookie | Security |
| XSRF-TOKEN | Persistent cookie | Security |
| smSession | Two weeks | Identify logged in site members |

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