



Privacy Policy

Respecting your privacy and safeguarding your data
This policy was updated on 16th May 2018

We are committed to upholding your privacy and taking care with the personal information that you may volunteer as part of your enquiries, instructions and e-newsletter or event sign-ups.

The personal information we collect or use is treated securely and in accordance with our privacy policy (described below). Whenever you give us personal information, you are consenting to its collection and use in accordance with this policy.

What personal information we collect and use

We may collect information about you whenever you interact with us, for example when you:

- Enquire about our services
- Sign up to receive e-newsletter updates on our activities
- Post content to our social media sites (including Facebook)
- Contact us through the following channels: online, email, phone, SMS, social media or by post.

You will be asked for personal information when you make an enquiry, sign up for our e-newsletter, or request services from us. We may retain your name, full address, and contact details including email and telephone number, together with your contact preferences. Whenever we ask you to provide your personal information we will let you know why we are asking and how we will use your information.

Sensitive Information

Some of the information we collect from you (for example your strategy or fees) may constitute sensitive personal data. We will only ever use this in accordance with this policy and shall maintain necessary measures to protect this information and its confidentiality.

What we use your information for

Depending on the preferences you have indicated, we will use the personal information you have provided to:

- Provide services to you.
- Send you communications by post, telephone or digital means in order to inform you of other services or events, which may include emails from us containing relevant news, offers or competitions.
- Confirm your meetings with us.
- Ask you to participate in surveys we use for research, although you do not have to respond to them.
- Notify you of changes and improvements to services, our website and this privacy policy.

Opting into and out of marketing communications

With your explicit consent we will contact you to let you know about upcoming events, offers and updates on our business. Occasionally we may include information about other organisations that we work with.

We use a third party provider, MailChimp, to deliver our e-newsletters. We review statistics around email opening and clicks using industry standard technology to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice.

You can opt out of any or all of the above communications at any time simply by selecting 'unsubscribe' at the bottom of any email communication or by contacting us at hello@wearerelish.co.uk

Who we share your personal information with

We do not share your personal data with third parties and we do not trade email lists with other organisations and businesses. We will not share your information for promotional purposes.

How we keep your personal information safe

We place great importance on the security of your personal information and will always take appropriate precautions to protect it. The personal details that you provide will be held securely and will not be used for any other purpose than as provided for in this policy.

How we keep your information up to date

We will endeavour to keep your personal information accurate and up to date. If you become aware of errors or inaccuracies, please email us at hello@wearerelish.co.uk. We would really appreciate it if you could let us know if your contact details change.

How you can access the information we hold about you

You have the right to know what personal information we hold about you and request to receive a copy of that information. Any access requests will be subject to a £10 fee to meet the costs in providing you with the details of the information we hold about you.

Links

Our website may occasionally contain links to other websites. We are not responsible for the privacy practices of these and you should read their own privacy policies.

Changes to this policy

Our privacy policy may change at any time, so you may wish to check it each time you visit our website. Any changes will apply from the time they are posted to this page. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.

How long we keep your information for

We will hold your personal information for as long as is necessary for the relevant services, for example we will keep a record of any contact we have had with you for at least seven years. If you have not been a client for more than three years your personal data will be erased from our records.

Your Rights

Under the General Data Protection Regulation, which becomes law in the UK in May 2018, you are also granted a number of additional rights. These include:

- The right to rectification
- The right to erasure
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

For more information on these rights please read the relevant guidance issued by the ICO at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr>

If you have any questions at all about the ways in which we collect and use your personal information, please contact us at hello@wearerelish.co.uk at any time.

We Are Relish Ltd whose registered offices are at Seymours, Leeks Hill, Melton, Suffolk IP12 1LW. Company Reg No. 09822691