# The Ticklebelly Lane Bakery and Tea House Privacy Notice 2018

# About Us and This Statement

We are The Ticklebelly Lane Bakery and Tea House, based on Guildhall Street in Lincoln.

At The Ticklebelly Lane Bakery and Tea House we are committed to maintaining the trust and confidence of all our visitors to our website and our premises. We want you to know we do not sell, rent or trade email lists with other companies and businesses for marketing purposes- you give your information to us, and we really value that. Our privacy statement gives you more information on when and why we collect your personal information, how we use it and how we keep it secure.

For the purposes of this, the Data Controller is The Ticklebelly Lane Bakery and Tea House, 5 Guildhall Street, Lincoln LN1 1TT (enquiries@ticklebellylane.co.uk).

Please read this Privacy statement carefully and ensure that you understand it. Your acceptance of Our Privacy statement is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy statement, you must stop using Our Site immediately.

This Privacy statement applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

What is Personal Data?

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Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers

# Your Rights

What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

* + - 1. The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact usto find out more or to ask any questions using the details later.
			2. The right to access the personal data we hold about you.
			3. The right to have your personal data rectified if any of your personal data held by usis inaccurate or incomplete. Please contact usto find out more.
			4. The right to be forgotten, i.e. the right to ask usto delete or otherwise dispose of any of your personal data that wehave. Please contact usto find out more.
			5. The right to restrict (i.e. prevent) the processing of your personal data.
			6. The right to object to ususing your personal data for a particular purpose or purposes.
			7. The right to data portability. This means that, if you have provided personal data to usdirectly, weare using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
			8. Rights relating to automated decision-making and profiling. Wedo not use your personal data in this way**.**
			9. For more information about our use of your personal data or exercising your rights as outlined above, please contact us**.**

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about ouruse of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office.

# What Personal Data do we Collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

* Name;
* Date of Birth
* Gender
* Address
* Email Address
* Telephone Number
* Business Name
* Job Title
* Profession
* Payment method/ information
* Information about your preferences and interests

# How Do We Use Your Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for ourperformance of a contract with you, because you have consented to ouruse of your personal data, or because it is in ourlegitimate business interests to use it. Your personal data may be used for one of the following purposes:

* Providing and managing your account
* Supplying ourproductsand/orservicesto you. Your personal details are required in order for us to enter into a contract with you
* Personalising and tailoring ourproductsand/or services for you
* Communicating with you. This may include responding to emails or calls from you
* Supplying you with information by email or post that you have opted-in to (you may unsubscribe or opt-out at any time by emailing us at enquiries@ticklebellylane.co.uk

With your permission and/or where permitted by law, wemay also use your personal data for marketing purposes, which may include contacting you by email, with information, news, and offers relating to our products and services. You will not be sent any unlawful marketing or spam. Wewill always work to fully protect your rights and comply with ourobligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

How Long Will Your Personal Data Be Kept?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods:

Basic Client Administration, Provision of Goods and Services, Marketing

Details kept for a year before communication sent to all requesting clients opt out if they no longer wish for their details to continue to be held.

Yearly review and communication to clients.

Wewill only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

## Who We Share Information With

Wewill not share any of your personal data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, wemay be legally required to share certain personal data, which might include yours, if we areinvolved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

(Please note, our website, WIX, may share personal information on users of users- please see later section on our website for more information- this does NOT include payment information as this is through Paypal).

# Types of data we collect

## Website Cookies

Like most websites, our website uses cookies to collect information.  Cookies are small data files which are placed on your computer or other devices (such as smart ‘phones or ‘tablets’) as you browse this website.  They are used to ‘remember’ when your computer or device accesses our websites.  Cookies are essential for the effective operation of our website and to help you shop with us online. Cookies collect information which includes information about browsing and purchasing behaviour by people who access our website.  This includes information about pages viewed, products purchased and the customer journey around our websites.

Information collected

Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device.  This includes information about pages viewed, products purchased and your journey around a website.  We do not use cookies to collect or record information on your name, address or other contact details.  We can use cookies to monitor your browsing and purchasing behaviour.

Take a look at the table below to view which cookies Wix implements on Wix sites:

| Cookie name | Life span | Purpose |
| --- | --- | --- |
| svSession | Permanent | Creates activities and BI |
| hs | Session | Security |
| incap\_ses\_${Proxy-ID}\_${Site-ID} | Session | Security |
| incap\_visid\_${Proxy-ID}\_${Site-ID} | Session | Security |
| nlbi\_{ID} | Persistent cookie | Security |
| XSRF-TOKEN | Persistent cookie | Security |
| smSession | Two weeks | Identify logged in site members |

**Note:**

Wix business solutions (e.g. Wix Stores, Wix Restaurants, Wix Bookings, etc.,) and third-party apps may use cookies that aren't listed in the table above. You can check which cookies are used on these platforms using Chrome's built-in cookie view. Just click Secure next to the URL bar and then click cookies. Make sure that you are viewing the site in incognito mode, so that your browser doesn't detect your own cookies too.

## Wi-fi

When you use our Wi-Fi we may collect data about:

a) your device;

b) the volume of data which you use;

c) the websites and applications which you access; and

d) your usage by access time, frequency and location.

## Subscribing to our Website

As part of the registration process to subscribe to our website, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you’ve asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you’re happy and satisfied. We don't rent or trade email lists or any other personal information with other organisations and businesses. We will contact you yearly to check you still want to be contacted by us. (please see WIX 3rd party information below) You can unsubscribe to general mailings at any time of the day or night by emailing us at enquiries@ticklebellylane.co.uk and titling your email- ‘unsubscribe’.

## Purchasing from Us

When you purchase a ticket (or tickets) for an event, products, experience days, merchandise or gift voucher(s) through The Ticklebelly Lane Bakery and Tea House website or Facebook Messenger, your name, address data (where supplied), email (where supplied) and contact number will be stored in our website, WIX (for purchases through the website) and, for bookings, on our Google Drive Calendar (only accessible to Senior Management). You may, of course, purchase a ticket or voucher in person without supplying the aforementioned personal data. Please be assured that we do not share your personal details with any other company without your consent (please see WIX 3rd party information below)

## WIX 3rd Party Information (website)

Wix has partnered with a number of selected service providers, whose services and solutions complement, facilitate and enhance our own. These include hosting and server co-location services, communications and content delivery networks (CDNs), data and cyber security services, billing and payment processing services, domain name registrars, fraud detection and prevention services, web analytics, e-mail distribution and monitoring services, session recording and remote access services, performance measurement, data optimization and marketing services, content providers, and our legal and financial advisors (collectively, “Third Party Service(s)”). Such Third Party Services may receive or otherwise have access to our Visitors’ and Users’ Personal Information and/or Users-of-Users’ Personal Information, in its entirety or in part – depending on each of their particular roles and purposes in facilitating and enhancing our Services and business, and may only use it for such purposes. Wix is accountable for Personal Information that it receives under the Privacy Shield Where permitted by local data protection laws, Wix may disclose or otherwise allow others access to your Personal Information pursuant to a legal request, such as a subpoena, legal proceedings, search warrant or court order, or in compliance with applicable laws, if we have good faith belief that the law requires us to do so, with or without notice to you. Wix may share your Personal Information with others if we believe in good faith that this will help protect the rights, property or personal safety of Wix, any of our Users, any Users-of-Users, or any member of the general public, with or without notice to you. See <https://www.wix.com/about/privacy> for their full privacy policy.

# Access to your Personal Information

If you want to know what personal data wehave about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email address shown below. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell useverything weneed to know to respond to your request as quickly as possible

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

Wewill respond to your subject access request within onemonth of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date wereceive your request. You will be kept fully informed of ourprogress.

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer, James Cook, at enquiries@ticklebellylane.co.uk

# Changes to this Privacy Notice

We will review this policy yearly, last reviewed May 2018