**Privacy Policy**

**BACKGROUND:**

The Ticklebelly Lane Bakery and Tea House understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, www.ticklebellylane.co.uk (“Our Site”) and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law.

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

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

|  |  |
| --- | --- |
| **“Account”** | means an account required to access and/or use certain areas and features of Our Site; |
| **“Cookie”** | means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site. Details of the Cookies used by Our Site are set out in section 13, below; |
| **“Cookie Law”** | means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003; |
| **“personal data”** | means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation (“GDPR”); and |
| **“We/Us/Our”** | means The Ticklebelly Lane Bakery and Tea House of 5 Guildhall Street, Lincoln LN1 1TT. |

1. Information About Us
   * 1. We are The Ticklebelly Lane Bakery and Tea House, owned by James Cook of the above address.
     2. Our Data Protection Officer is James Cook and can be contacted by email at enquiries@ticklebellylane.co.uk by telephone on 01522 532337 or by post at the above address.
2. What Does This Policy Cover?

This Privacy Policy 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.

1. Your Rights
   * 1. As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:
        + 1. The right to be informed about Our collection and use of personal data;
          2. The right of access to the personal data We hold about you;
          3. The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us-see details at the end of the policy);
          4. The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in a later section, but if you would like Us to delete it sooner, please contact Us using the details at the end of the policy);
          5. The right to restrict (i.e. prevent) the processing of your personal data;
          6. The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
          7. The right to object to Us using your personal data for particular purposes; and
          8. Rights with respect to automated decision making and profiling.
     2. If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided at the end of the policy, and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK’s supervisory authority, the Information Commissioner’s Office.
     3. For further information about your rights, please contact the Information Commissioner’s Office or your local Citizens Advice Bureau.
2. What Data Do We Collect?

Depending upon your use of Our Site, We may collect some or all of the following personal and non-personal data (please also see section Our use of Cookies and similar technologies**.**

* + 1. name;
    2. date of birth;
    3. gender;
    4. business/company name
    5. job title;
    6. profession;
    7. contact information such as email addresses and telephone numbers;
    8. demographic information such as post code, preferences and interests;

1. How Do We Use Your Data?
   * 1. All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with Our obligations and safeguard your rights under the GDPRat all times. For more details on security see section, below.
     2. Our use of your personal data will always have a lawful basis, either because it is necessary for Our performance of a contract with you, because you have consented to Our use of your personal data (e.g. by subscribing to emails), or because it is in Our legitimate interests. Specifically, we may use your data for the following purposes:
        + 1. Providing and managing your Account;
          2. Providing and managing your access to Our Site;
          3. Personalising and tailoring your experience on Our Site;
          4. Supplying Our productsand/or services to you (please note that We require your personal data in order to enter into a contract with you);
          5. Personalising and tailoring Our productsand/or services for you;
          6. Replying to emails from you;
          7. Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by emailing us at [enquiries@ticklebellylane.co.uk](mailto:enquiries@ticklebellylane.co.uk)
          8. Analysing your use of Our Site and gathering feedback to enable Us to continually improve Our Site and your user experience;
2. With your permission and/or where permitted by law, we may 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. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.
   * 1. You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.
     2. We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will therefore be retained for the following periods (or its retention will be determined on the following bases):
3. How and Where Do We Store Your Data?

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.

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

Steps we take to secure and protect your data include: encryption, passwords and limitations to access (more information in the data protection policy).

1. Do We Share Your Data?
   * 1. We will not share any of your data with any third parties for any purposes.
     2. In certain circumstances, we may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal obligations, a court order, or a governmental authority.
     3. WIX website 3rd party information (please note this does NOT include payment information)- 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.

1. What Happens If Our Business Changes Hands?
   * 1. We may, from time to time, expand or reduce Our business and this may involve the sale and/or the transfer of control of all or part of Our business. Any personal data that you have provided will, where it is relevant to any part of Our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by Us.
     2. In the event that any of your data is to be transferred in such a manner, you will be contacted in advance and informed of the changes. When contacted you will be given the choice to have your data deleted or withheld from the new owner or controller.
2. How Can You Control Your Data?
   * 1. In addition to your rights under the GDPR, set out in section 4, whenyou submit personal data via Our Site, we aim to give you strong controls on Our use of your data for direct marketing purposes including the ability to opt-out of receiving emails from Us which you may do by emailing usat any point to request this.
     2. You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.
3. Your Right to Withhold Information
   * 1. You may access certain areas of Our Site without providing any data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.
4. How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the GDPR, no fee is payable and We will provide any and all information in response to your request free of charge. Please contact Us for more details at enquiries@ticklebellylane.co.uk or using the contact details below.

1. Our Use of Cookies
   * 1. Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.
     2. All Cookies used by and on Our Site are used in accordance with current Cookie Law, through WIX our website provider.
     3. Before Cookies are placed on your computer or device, you will be shown a pop-up explaining that our site uses Cookies. By accepting this, you are enabling us to provide the best possible experience and service to you.
     4. Certain features of Our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”.. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below in section 13.9, but please be aware that Our Site may not work properly if you do so.

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.

* + 1. Our Site uses analytics services provided by the WIX website we use. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site. It does enable Us to continually improve Our Site, making it a better and more useful experience for you.
    2. You can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third party cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
    3. You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.
    4. It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

1. Contacting Us

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at enquiries@ticklebellylane.co.uk, by telephone on 01522 532337, or by post at 5 Guildhall Street, Lincoln LN1 1TT. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under the section above).

1. Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.