

Balloons by Fancy Pants Privacy Policy May 2021

Our contact details

Balloons By Fancy Pants

30 Ward Avenue

Hucknall

NG15 8AL

07815 137538

jwfancypants@googlemail.com

The type of personal information we collect

We currently collect and process the following information:

- Name
- Address
- Contact Number
- Email Address
- Payment Details

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 place an order
- To Arrange a delivery
- For us to be able to contact you regarding your order or delivery

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

- Via PayPal – name, email address and shipping address
- Via iZettle (by PayPal) – name, Last 4 digits of card number and card type

We use the information that you have given us in order to record your payment against your order.

We may share some of this information with persons assisting with delivering your items.

Under the General Data Protection Regulation (GDPR), the lawful basis 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 jwfancypants@googlemail.com

(b) We have a contractual obligation.

How we store your personal information

Your information is securely stored at the business address.

We keep payment and order details for 6 years in line with financial retention practices. We will then dispose your information by secure disposal – shredding

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 at jwfancypants@googlemail.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 jwfancypants@googlemail.com

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>