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## **1. Our Contact Details**

Our Data Protection Officer's (DPO) contact email is [DataProtection@footprintsonthemoon.co.uk](mailto:DataProtection@footprintsonthemoon.co.uk). You can write to our DPO at Footprints on the Moon, Plessey Woods Country Park, Hartford Bridge, Bedlington, Northumberland, NE22 6AN.

## **2. Why do we have a Privacy Policy?**

We'll collect certain personal information from you when you use our website, when you get in touch with us about any of our products or services, and during any process to sign up, change or cancel your products and services.

The purpose of our Privacy Policy is to let you know:

- how and why we collect your personal information;
- how we use and disclose your personal information (and to whom);
- how we protect your personal information; and
- your legal rights and how the law protects you.

## **3. Changes to our Privacy Policy**

If we make any changes to our Privacy Policy, we'll post changes on this page. If they're major changes, then we'll also send you an email letting you know.

## **4. Dealing with your personal information**

### 4.1 Collecting your personal information

#### *What will we collect?*

We collect certain personal information from you, which is any information which might identify you. The information we collect includes:

- **Contact data** (your name, address, postcode, email address, phone number, date of birth, National Insurance number, bank details and any other relevant information we need in order to contact or identify you);
- **Special categories of data** (health data, if applicable, in order to ensure your safety i.e. allergies)

It's really important that the personal data we hold about you is up to date so please let us know if your personal data changes at any time.

### When will we collect it?

We collect certain personal information from and about you during the booking process and when you get in contact with us or as part of providing our services to you.

We may also monitor and record any communications we have with you, including phone calls and emails, to make sure we are providing an excellent service to our customers.

## **4.2 Using your personal information**

We'll only use your personal information where we're allowed to by law. Generally, this will be under one or more of the following circumstances:

- to perform our contract we have or will have with you;
- it's necessary for us to run our business and give you the best possible service;
- where we need to comply with a legal or regulatory obligation; and/or
- for marketing purposes where you have agreed to us using your personal data, see the "Marketing Information" section below for more information.

For more detail on how we use your personal information see the table at section 5 of this privacy policy.

### Contacting you

We'll contact you by email or telephone, if you have provided this information.

### Marketing Information

If you decide you want to opt-out of receiving marketing communications after you have opted-in, or want to change how you receive them, you can always change your preferences by contacting us at [info@footprintsonthemoon.co.uk](mailto:info@footprintsonthemoon.co.uk) at any time. This won't affect any marketing information we sent to you before you let us know.

We'll occasionally remind you that you can update your preferences for receiving marketing information, or if you haven't told us what your preferences are, we might get in touch to find out.

## **4.3 Disclosing your personal information**

We may allow the following types of organisations to use personal information we hold about you for the purposes set out below, including:

- **service providers** who provide IT and system administration services
- **professional advisers** such as lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services;
- **regulators and other authorities** based in the UK who we need to report to about what we're doing with your personal data in certain circumstances;

Our third parties who only process data on our behalf won't use your personal data for their own purposes and we only permit them to use it in accordance with our instructions and the law.

## **4.4 Protecting your personal information**

We follow strict security procedures to protect your personal information.

## **4.5 How long we'll use your personal information**

We'll only retain your personal information for as long as necessary for the reason we collected it, including for any legal requirements we have to comply with.

In some circumstances we may anonymise your personal information (so that it can no longer be associated with you) and use this indefinitely, without further notice.

## 4.6 Your legal rights

You have various rights in relation to your personal information. These rights are as follows:

- request access to your personal information - you can request a copy of the personal information we hold on you;
- request correction of your personal information - if any personal information we hold on you is incorrect, you can request to have it corrected;
- request erasure of your personal information - you can ask us to delete your personal information in certain circumstances;
- object to processing or restrict processing of your personal information - you may object to our processing of your personal data in certain circumstances;
- request the transfer of your personal information - to provide you, or a third party you have chosen, with your personal information; and
- withdraw consent where we're relying on consent to process your personal information - if you withdraw your consent, we may not be able to provide certain products or services to you. We'll advise you if this is the case at the time you withdraw your consent.

To exercise your rights in relation to your personal information, please email [info@footprintsonthemoon.co.uk](mailto:info@footprintsonthemoon.co.uk) or [DataProtection@footprintsonthemoon.co.uk](mailto:DataProtection@footprintsonthemoon.co.uk).

You are able to exercise your rights free of charge, but if you make unfounded, repetitive or excessive requests, we may charge you to carry these out or refuse to act on such requests.

We'll try to respond to all requests within one month. If your request is complex or if you make lots of requests, we may extend our time to respond – if this is the case, we'll let you know.

## 5. Personal data processing activities we carry out

Here is some more information about how we process your data, following section 4.2.

We may use your personal information to:

Activity	Type of data	Lawful basis
Provide our services to you, including: - registering you as a customer - manage payments and charges - collect and recover money owed to us Carry out internal processes related to providing our services to you	Contact data Marketing and communications data Special categories of data	Performance of our contract with you. Necessary for us to run our business (e.g., to recover debts due to us) Consent (to use special categories of personal data). Necessary for us to run our business and provide our service to you.
Contact you to see if you would like any help ordering products or services or have requested a quote from us	Contact data	Necessary for us to run our business (to grow our business and provide assistance to you)
Activity	Type of data	Lawful basis

<p>Contact you for suggestions on how we can improve the way we provide our services to you (e.g. we may ask you to complete a survey)</p>	<p>Contact data</p>	<p>Necessary for us to run our business (to study how customers use our products/services and to ensure we provide you with the highest level of service)</p>
<p>To administer our business and hosting of data (Google Drive, Intuit qb Online, AWS Accountancy)</p>	<p>Contact data Special categories of data</p>	<p>Necessary for us to run our business (for running our business, provision of administration and IT services)</p>