



# The Dottie Crafter Privacy Policy

## **Our contact details**

Address: The Dottie Studio, 38 Brewhouse Hill, Wheathampstead, Herts, AL4 8AQ

Name: Lynsey Lloyd

Phone Number: 07989 512202

E-mail: [thedottiecrafter@gmail.com](mailto:thedottiecrafter@gmail.com)

Webpage: [www.thedottiecrafter.com](http://www.thedottiecrafter.com)

## **The type of personal information we collect**

We may collect and process the following information:

- Name and contact details (address, phone number, email address)
- Date of birth, age and school year for children
- Medical conditions and any additional needs to ensure we can provide the appropriate care for your child.

The personal data may include personal information relating to: you; any children you are making a booking for; and other parents/guardians of such children.

## **How we get the personal information and why we have it**

The source of the booking data is you or the person making the booking. The account data may be processed to manage your booking with us, to provide our services and to communicate with you.

The legal basis for this processing is our legitimate interests, namely the running of the Dottie Crafter business.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by contacting Lynsey Lloyd using the above contact details.

## **How we store your personal information**

Your information is securely stored. Personal data that we process for any purpose shall not be kept for longer than is necessary.

Personal data will be retained for a minimum of 5 years and for a maximum of 10 years, both following the date of the latest update of that data. Your information may be kept on a database and your data can be removed if requested. Please inform us if you would like to be removed from the database.



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## 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 The Dottie Studio, 38 Brewhouse Hill, Wheathampstead, Herts, AL4 8AQ 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 The Dottie Studio, 38 Brewhouse Hill, Wheathampstead, Herts, AL4 8AQ.

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>