



The Bath Concierge

WE PROVIDE THE SERVICE

The Bath Concierge Limited

Company Number 11970295

PRIVACY POLICY – Last updated 7 May 2019

WHO ARE WE?

This website (“Website”) is operated by The Bath Concierge Ltd, a company registered in England and Wales under registration number 11970295. Our registered address is 164 Bridge Road, Sarisbury Green, Southampton, SO31 7EH. You can contact us as indicated under the “Contact Us” section below.

The data controller responsible for your personal data is The Bath Concierge Ltd company with whom you contract as a customer or member. (“**The Bath Concierge**”, “**we**”, “**us**” and/or “**our**”).

It is important that the information we hold about you is accurate and up to date. Please contact us at any time if your personal information changes by emailing us as indicated in the “Contact Us” section below.

WHAT IS THIS PRIVACY POLICY FOR?

This privacy policy (“**Privacy Policy**”) refers to the personal data that we collect from you as a user of this Website or as a member or customer (“**you**” or “**your**” being interpreted accordingly.) This Privacy Policy provides information on how we collect personal data, what personal data we collect, why we collect it, how it is used, how it is processed and the rights you have under the applicable data protection and privacy laws. This includes the General Data Protection Regulation (“**GDPR**”) which became applicable to all concerned as of 25 May 2018.

“**Personal data**” as used in this Privacy Policy refers to any information that relates to you from which you can be identified.

By using our Website or submitting your personal data you are taken to accept the terms of this Privacy Policy, so please ensure you read it carefully.

PERSONAL DATA WE COLLECT

We collect the following personal data about you:

In order for The Bath Concierge Ltd to provide you with a service we require your name, address, telephone number, email address and various additional specific information depending on the service we are providing.

AUTOMATICALLY COLLECTED PERSONAL DATA

Our Website uses cookies (small text files placed on your device) to enhance the user experience. The vast majority of websites on the internet use cookies.

The purpose of our cookies is to make the website function correctly, to personalise the website to your preferences, and to collect information about your visit which will help us improve the website in the future. We never collect information that could identify you, or pass information to any third parties.

You can normally visit this website without identifying who you are or revealing any information about yourself. However, cookies are used to store small amounts of information on your computer, which allows certain information from your web browser to be collected. Cookies are widely used on the internet and do not identify the individual using the computer, just the computer being used. Cookies and other similar technology make it easier for you to log on to and use our website during future visits.

By using and browsing this website, you consent to cookies being used. If you do not consent, you must disable cookies in your browser or refrain from using the site.

Most browsers allow you to refuse to accept cookies. (For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector.) This will, however, have a negative impact upon the usability of many websites, including this one.

In addition, we use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at www.google.com/privacypolicy.html

HOW WE COLLECT DATA ABOUT YOU

We collect your personal information in several ways:

Personal details you choose to give when corresponding with us by phone, e-mail, website enquiry form, over social media platforms or in person during an initial meeting.

HOW WE USE YOUR PERSONAL DATA

We use your personal data in the following ways:

- The Bath Concierge Ltd only uses your data for the purposes for which it is provided, typically to contact you regarding the fulfilment of the service to which you have subscribed.
- To acknowledge, confirm and deal with your service request.
- We do not use the data for marketing purposes and will not share it with third parties unless they are engaged in the provision of your service.

DISCLOSURE OF YOUR INFORMATION

We may have to share your personal data with the following parties:

- Service providers, e.g. cleaners, ironers, dog walkers, general tradesmen who act on our behalf
- Accountant when annual accounts are prepared.

DATA SECURITY

Data is stored securely in a database on a computer which is protected with Antivirus software and a firewall. A paper copy is also kept at the offices of The Bath Concierge Ltd. Only the data controller (Director of The Bath Concierge Ltd) has access.

STORAGE OF PERSONAL DATA

In accordance with UK Tax laws The Bath Concierge Ltd will retain the personal data it holds for at least 6 years after you stop being a customer. We are required to retain basic information including Contact, Identity, Financial and Transaction Data.

YOUR LEGAL RIGHTS

Certain applicable data protection laws give you specific rights in relation to your personal data. In particular, if the processing of your personal data is subject to the GDPR, you have the following rights in relation to your personal data.

- **Right of access:** Upon request, we will confirm whether we are processing your personal data and, if so, provide you with a copy of that personal data along with certain other details such as the purpose of the data processing. If you require additional copies, we may need to charge a reasonable fee.
- **Right to rectification:** If your personal data that we have on our database is inaccurate or incomplete, you are entitled to ask that us to correct or complete it.
- **Right to erasure:** You may ask us to delete or remove your personal data. We may continue processing personal data where this is necessary for a legitimate interest in doing so, as described in this Privacy Policy.

If you wish to exercise any of these rights please contact us as described in the “Contact” section below. We may also need to ask you for further information to verify your identity before we can respond to any request.

CHANGES TO OUR PRIVACY POLICY

Any changes made to our Privacy Policy will be posted on this page. If required by law, we will notify you of any substantive changes to this Privacy Policy. If not required by law, please check back here on a regular basis to see any updates we have made.

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