

The Shambles - Privacy Policy

27/01/2020

Our contact details

Name: The Shambles

Address: 3A Dicconson Terrace, Lytham, Lytham Saint Annes FY8 5JY

Phone Number: 01253 423181

E-mail: info@shambleslytham.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact 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:

- **You signed up to one of our email/newsletter forms on our website.**

[If applicable] We also receive personal information indirectly, from the following sources in the following scenarios:

- **You provided your email address in order to take part in a giveaway/competition we were running.**

We use the information that you have given us in order to **send you information, news and updated on The Shambles**

We may share this information with **our online brand management company: Black Tiger Creative** who's website is: www.blacktigercreative.co.uk



Under the General Data Protection Regulation (GDPR), the lawful bases 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 **Black Tiger Creative and emailing them directly on hello@blacktigercreative.co.uk or calling 01772 683031. You can also contact us (The Shambles) on info@shambleslytham.co.uk****

(c) **We have a legal obligation.**

(d) **We have a vital interest.**

(e) **We need it to perform a public task.**

(f) **We have a legitimate interest.**

How we store your personal information

Your information is securely stored using **MailChimp's secure 2-Factor Authentication servers and locally under AES-256 encryption.**

We keep **Email Addresses** for **2 years**. We will then dispose of your information by **securely destroying any information we hold on you**. We will also securely destroy any data we hold on you if you choose to unsubscribe from our mailing list.

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 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 info@shambleslytham.co.uk 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 info@shambleslytham.co.uk

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>

