

Policy Owner	Operations Director
Policy Approver	Managing Director
Distribution	Internal and External
Related Documents	n/a
Version	1.2
Approval Date:	20 th July 2024
Review By:	Louisa Burman, Managing Director

The purpose of this document is to outline our, Louisa Burman Limited, approach to the management and handling of data.

Our Contact Details

Louisa Burman Limited
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16 Jordan Street
Liverpool
L1 0BP

Louisa@LouisaBurman.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Name;
- Email contact details; and
- Website user electronic identifiers and statistics.

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 have completed a contact form or joined our mailing list; or
- You have supplied in seeking to engage our services.

We also receive personal information indirectly when you visit our website. We use the information that you have given us in order to fulfil actual or potential contracts for services. We only share information with our colleagues who have responsibility for entering the company into contracts for services or indirectly through our website. We host our website via Wix. We do not share any information with any other third parties.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing is that it is necessary to enable us to enter into and fulfil our contractual obligations.

How we store your personal information

Your information is securely stored.

We keep your name and contact details in our Microsoft 365 platform for 7 years after our contractual relationship or contact has ended. We will then dispose your information by permanently deleting any record of your name and contact details except for those captured in any signed contract. We keep these indefinitely.



Your data protection rights

Under data protection law, you have rights including:

1. **Your right of access**

You have the right to ask us for copies of your personal information.

2. **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.

3. **Your right to erasure**

You have the right to ask us to erase your personal information in certain circumstances.

4. **Your right to restriction of processing**

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

5. **Your right to object to processing**

You have the the right to object to the processing of your personal information in certain circumstances.

6. **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. It is important to make you aware that, as our lawful basis for processing is on the basis of contract, your right to object and right not to be subject to a decision based solely on automated processing will not apply. If you want to make a request, we have one month to respond to you. Please contact us at Louisa@LouisaBurman.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 Louisa@LouisaBurman.co.uk. You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>



Version Control

Version	Notes	Date
Version 1.1	Drafted by Michelle Hawthorne. Reviewed by Louisa Burman (Managing Dir).	January 2024
Version 1.2	Logos updated.	20.07.2024

