

## **Helen Baker PRIVACY POLICY**

Helen Baker ("I") is committed to protecting and respecting your privacy. This policy (together with my Terms of Use and any other documents referred to on it) sets out the basis on which any personal data I collect from you, or that you provide to me, will be processed by me.

Please read the following carefully to understand my views and practices regarding your personal data and how I will treat it. By completing a contact form, you are accepting and consenting to the methods described in this policy. For the Data Protection Act 2018 (the Act) inclusive of GDPR, the data controller is Helen Baker, 92 Trowbridge Road, Bradford on Avon, BA15 1EN.

**INFORMATION I COLLECT FROM YOU** I will collect and process the following data by the data subject ("You").

1. completing a contact form either personally or via website or social media
2. corresponding with me by phone, e-mail or otherwise.
3. the information you provide when you complete a form, request a service such as placing an order, enter a competition, promotion or survey or participate in any interactive aspects by engaging in forums or submitting comments about Helen Baker services and products and when you report a problem directly to Helen Baker.

The information you give may include your name, address, e-mail address, phone number and/or personal description.

**Information I collect about you.** The information which is received and held by me by

1. information which is necessary to ensure the service that is provided meets or exceeds the customer (you) expectation.
2. contact on other business services that arise

**USES MADE OF THE INFORMATION** I use information held about you in the following ways:

Information you give to me. I will use this information;

1. to carry out our obligations arising from any contracts entered into between you and me and to provide you with the information, products and services that you request from me;
2. to provide you with information about other goods and services I offer that are similar to those that you have already purchased or enquired about;
3. to notify you about changes to my service;
4. to make suggestions and recommendations to you

**Information I receive from other sources.** I will combine this information with information you give to me and information I collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information I receive).

**DISCLOSURE OF YOUR INFORMATION** I do not share any customer information with internal or external parties who may wish to market their products to you. I will however share information when requested to do so for lawful disclosure to the relevant competent authority.

**WHERE I STORE YOUR PERSONAL DATA** The data that I collect from you will be transferred to and stored at, a destination inside the European Economic Area ("EEA"). We will take all steps reasonably necessary to ensure that your data is held as determined by Helen Baker privacy policy.

I seek to protect your information from unauthorised access by taking the following steps:

1. Firewall
2. Encryption
3. Password Protected

YOUR RIGHTS You can exercise your right to request.

1. access to personal data.
2. rectification of personal data, and
3. erasure of personal data or the restriction of its processing, where it has not exceeded the data retention period

You can do this by contacting [helen@helenbaker.com](mailto:helen@helenbaker.com) or write to me at my business correspondence address: Helen Baker, 92 Trowbridge Road, Bradford on Avon, BA15 1EN.

ACCESS TO INFORMATION The Data Protection Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the GDPR and the DPA 2018. The data retention policy managed by Helen Baker determines the data retention period for all data managed.

CHANGES TO THE PRIVACY POLICY Any changes I make to my privacy policy in the future will be updated and held by Helen Baker and, where appropriate, notified to you by e-mail. Please check to see any updates or changes to our privacy policy.

CONTACT Questions, comments, feedback and requests regarding this privacy policy are welcomed and should be addressed to [helen@helenbaker.com](mailto:helen@helenbaker.com) or write to me at my business correspondence address: Helen Baker, 92 Trowbridge Road, Bradford on Avon, BA15 1EN.