

The St Mildreds Bay Ltd Privacy Policy

Our contact details

Name: The St Mildreds Bay Ltd

Address: The St Mildreds Bay, ST Mildreds Gardens, Wetsgate-on-sea.
CT8 8TP

Phone Number: 01843 831851

E-mail: ben@themildredsbay.com

The type of personal information we collect

We will collect information about you when you:

- buy from us
- contract to use our services
- sign up for news and offers.

The information we collect may include such items as your name, address, email address, telephone number and payment details.

How we get the personal information and why we have it

We may use the information provided by you in a variety of ways, including:

- to answer your questions or provide you with information you have requested
- to process your order or manage your account
- to help with any questions if you have started an order but not completed it
- to provide a more personalised online/telephone experience by showing you the most relevant products and offers
- to keep track of sales and enquiries
- to monitor how our customers transact with us online, in our premises and by telephone
- to contact you for your views on our products and services
- to keep you informed about the products and services that we offer
- to notify you about important changes or developments to our website or service

We only retain your information for a limited period in order to respond to your query, provide you with the information you require or to send you updates on our products and services for as long as you indicate that you are happy for us to do so

How we store your personal information

We take protection of your information seriously and have appropriate physical and technological security measures in place to keep it safe. Internally, we restrict access to personal information. Only employees who need the information in order to do their jobs have access to it. Your information will be stored in Europe and will not be transferred to any other country.

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 ben@themildredsabay.com 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 ben@themildredsabay.com