

# Privacy Policy

Mandy's Home Bakery ("we", "us", or "our") provides mandyshomebakery.co.uk (the "website"). This privacy policy will explain how we use the personal data we collect from you when you use our website.

## Topics

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- What are your data protection rights?
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

## What data do we collect?

We collect the following data:

- Personal identification information (Name, email address, phone number, etc.)- Information about your order.

## How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Place an order for any of our products or services.
- Make contact with us through any of our contact channels, including social media platforms, email, or phone.

## How will we use your data?

We collect your data so that we can:

- Process your order, including follow up communications in the event of necessary changes to the order.

## How do we store your data?

We securely store your data at 4 Brentwood Close, Worcester, WR5 1RJ. Our premises are kept secure, and your information is kept in a secure access controlled environment. We may also store information in online accounts. The access to these accounts is secure and credentials kept secret.

We will keep your personal identification information for only as long as strictly necessary to comply with legal and internal procedure. Once this time period has expired, we will delete your data from our physical storage and from any of our online accounts.

## What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- **The right to access** – You have the right to request us for copies of your personal data. We may charge you a small fee for this service.
- **The right to rectification** – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete the information you believe is incomplete.
- **The right to erasure** – You have the right to request that we erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that we restrict the processing of your personal data, under certain conditions.

- **The right to object to processing** – You have the right to object to our processing of your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions. If you make a request, we have one month to respond to you.

## Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## Changes to our privacy policy

We keep our privacy policy under regular review and place any updates on this web page. This privacy policy was last updated on 9 August 2021.

## How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

**Email us** at: [mandyshomebakeryworcs@gmail.com](mailto:mandyshomebakeryworcs@gmail.com)

**Call us** on: 07886 241785

**Or write** to us at: 4 Brentwood Close, Worcester, WR51RJ.

## How to contact the appropriate authority

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

**Website:** <https://www.ico.org.uk>

**Helpline number:** 0303 123 1113

**Address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**Ready to order?**