

## **Use of private information policy (GDPR)**

Last updated 7 July 2020

We respect the EU's General Data Protection Regulations (GDPR) and this policy explains how we collect and treat any information you give us. You won't find any complicated legal terms or long passages of unreadable text.

We value your privacy as much as we do our own, so we're committed to keeping your personal and business information safe. We're uncomfortable with the information companies, governments, and other organisations keep on file, so we ask for only the bare minimum from our customers. We'll never use your personal information for any reason other than why you gave it, and we'll never give anyone access to it unless we're forced to by law.

We've no desire to trick you into agreeing to something you might later regret. When accessing our website, The Wrinkly Writer will learn certain information about you during your visit.

### **We use cookies**

Like many commercial websites, this site uses a standard technology called "cookies" (see explanation below, "What Are Cookies?") and web server logs to collect information about how our site is used. Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our website, and your IP address.

### **What are cookies?**

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each website can send its own cookie to your browser if your browser's preferences allow it. However to protect your privacy your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites.

### **IP addresses**

Your computer uses an IP address every time you connect to the Internet. Your IP address is a number that is used by computers on the network to identify your computer. IP addresses are automatically collected by our web server as part of demographic and profile data known as "traffic data" so that data (such as the web pages you request) can be sent to you.

### **Email information**

If you communicate with us through email, we may retain the content of your email messages together with your email address and our responses.

### **How we use the information you give us**

We occasionally use your contact information to send you details of our products and services. When we do, you have the option to unsubscribe from these communications and we won't send them to you again. We might also email or phone you about our products and services, but if you tell us not to, we won't get in touch again. We will use your information to send you invoices, statements, or reminders.

### **A special note about children**

Children are not eligible to use our website and services and we ask that minors (under the age of 13) do not submit any personal information to us. If you are a minor, you can use this site only in conjunction with permission and guidance from your parents or guardians.

**How do we protect your information and secure information transmissions?**

Email is not recognized as a secure medium of communication. For this reason, we request that you do not send private information to us by email. However, doing so is allowed, but at your own risk. Some of the information you may enter on our website may be transmitted securely via a secure medium known as Secure Sockets Layer, or SSL. Pages utilising this technology will have URLs that start with HTTPS instead of HTTP. Credit Card information is never transmitted via email.

The Wrinkly Writer may use software programs to create summary statistics, which are used for such purposes as assessing the number of visitors to the different sections of our site, what information is of most and least interest, determining technical design specifications, and identifying system performance or problem areas.

For site security purposes and to ensure that this service remains available to all users, The Wrinkly Writer uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

**Our responsibilities as a “controller” under the General Data Protection Regulations (GDPR)**

If you are a resident of the European Economic Area (“EEA”) you have certain rights and protections under the GDPR regarding the processing of your personal information. We are a controller under the GDPR as we collect, use and store your personal information to enable us to provide you with our goods and/ or services and information about them.

We rely on the following lawful means of processing your personal information:

1. Where it is necessary to fulfil a contract with you. This includes where we collect your personal information to enable us to send you course materials.
2. Where you have given us valid consent to use your personal information, we will rely on that consent, and only use the personal information for the specific purpose for which you have given consent. This includes where we email newsletters, or send mobile notifications;
3. We may also process your personal information where it is to further our legitimate interests where they are overridden by your rights or interests. This could include usage statistics, analytics and internal analysis so we can improve our services.

**Your rights**

If you are an EEA resident, you have various rights including the:

- Right to be informed
- Right of access
- Right to rectification
- Right to object
- Right to restriction of processing
- Right to erasure or to be forgotten
- Right to data portability

- Right not to be subject to automated processing

If you want to access personal information we hold about you, or ask if that the information be corrected, please contact us. In some circumstances, you also have a right to object to or ask that we restrict certain processing activities or delete your personal information. If you would like to limit or request deletion of your personal information or exercise any other rights you can do so by contacting us.

### **Withdrawing your consent**

You can withdraw your consent to our collection or processing of your personal information. You can do so by contacting us. If you withdraw your consent to the use of your personal information, you may not have access to our services, and we might not be able to provide you with our services. In some circumstances where we have a legal basis to do so we may continue to process your information after you have withdrawn consent, for example if it is necessary to comply with an independent legal obligation or if it is necessary to do so to protect our legitimate interest in keeping our services secure.

### **Our compliance**

All personal information stored on our platform is treated as confidential and stored securely. Our collection is limited to what is necessary, for the purpose for which the personal information is processed, and kept only for so long as is necessary for the purpose for which the personal information was collected.

### **Your acknowledgement**

By providing us with your personal information, you consent to us disclosing it to third parties who reside outside the EU. We will ensure that those third parties are GDPR compliant.

### **Policy changes**

We reserve the right to amend this privacy policy at any time with or without notice. However, please be assured that if the Privacy Policy changes in the future, we will not use the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy, without your prior consent.

We are committed to conducting our business in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained.

### **Contact**

If you have any questions regarding this Policy, or your dealings with our website, please contact us.

Mary Cameron, The Wrinkly Writer

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