**GDPR and Privacy Notice and Policy**

**Introduction**

This Privacy Notice explains how Night Time Economy Solutions Ltd uses your data. This includes the types of personal data we may collect about you, how we store and handle that data, and how we keep it safe.

We hope this notice provides all of the information about our processes that you need, but if not, please get in touch and we will do our best to help.

We will probably need to update this notice from time to time. If you are subscribed to our database, we will notify you of any significant changes, otherwise you can always get the latest version by visiting our site.

**The legal bases we rely on**

The law on data protection provides several acceptable reasons why we can collect and process personal data. These include:

**Contractual obligations** – For example, when you engage Night Time Economy Solutions Ltd to deliver a project, we will collect your name, email, phone number, address and any data specifically related to the project. We will keep these on file whilst we are doing work for you and may share these with our trusted third party associates, with whom we have robust data sharing agreements. If we have to post you contracts we may pass this information on to our couriers to ensure delivery of the contracts.

**Legal compliance** – For example, if we detect any fraudulent or other criminal activity, we can pass details of this on to the police.

**Legitimate interests** – In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

**Consent** – where you have given clear consent for us to process your personal data for a specific purpose.

**When do we collect your data?**

* Customer correspondence data:
* When you engage Night Time Economy Solutions Ltd to deliver work for you
* When you engage with us on social media
* When you book a free 30-minute consultation with us
* When you contact us to ask a question or raise a complaint
* When you enter competitions that we run

We also collect the following data

* Contractors’ data.

**What sort of personal data do we collect?**

Data that we collect about you may include your name, billing and delivery address, email address, telephone number, and order details.

We will also keep records of contact you have made with us whether that is by email, telephone or through the post, and details of your interaction with our website, social media sites and email campaigns.

We only accept payment via BACS or cheque and will never collect your payment information or ask you to pay on card, Stripe or Paypal. We never receive nor store your full payment card details.

**How do we process your data?**

**“Process” means we obtain, store, update and archive data.**

1. Customer data is held for the purpose of facilitating contracts and maintaining a sales relationship.
2. Contractors’ data is held for the purpose of managing their contracts

**How and why do we use your personal data?**

We collect your personal data mainly for the purposes of fulfilling contracts of business placed with us.

We may also contact you from time to time with promotions, products, services and news that are likely to interest you because you have signed up to our enewsletter. You can unsubscribe from these at any time by using the link that is present on every email, or by emailing info@nighttimeeconomy.com with “unsubscribe” in the subject line.

We may also use your data to comply with contractual or legal obligations to share data with law enforcement agencies, for example when a court order is submitted to share data.

**How we protect your personal data**

We treat your data with the utmost care and take all possible measures to protect it.

Access to your personal data is password protected and stored on the cloud. Sensitive data such as payment card information is never held by us because we do not accept payment by card.

When we work on projects for clients we may have access to personal data. We treat this with the same care that we treat our client data, and we will enter into an agreement with each client on how we manage this. This will be part of a specific contract with that client.

We regularly review and risk assess our systems and working practices to identify any data security risks and put in place measures to mitigate these.

**How long do we keep your data?**

We only keep your personal data for as long as is necessary for the purpose for which it was collected.

At the end of this period, your data will be permanently deleted or fully anonymised.

In order to comply with our insurance we only store data to complete a specific project. It is then uploaded to a cloud and password protected and kept for 6 years after which time it is irretrievably destroyed.

**Who do we share your data with?**

**We can only share data if it is done securely and it is necessary to do so.**

1. Client data may be shared with third party contractors as we use contractors to fulfil certain business functions, such as data analysis. We are confident all contractors are GDPR compliant and we have a GDPR compliant agreement in place with each of them.
2. Customer data may be shared with our delivery/fulfilment partners. We are confident that each of these partners is GDPR compliant.

**What are your rights concerning your data?**

You have the right to:

1. Be informed about the personal data we hold and why we hold it.
2. Access a copy of your data that we hold by contacting us directly: we will acknowledge your request and supply a response within one month or sooner.
3. Check the information we hold about you is correct and to make corrections if not.
4. Have your data erased in certain circumstances.
5. Transfer your data to someone else if you tell us to do so and it is safe and legal to do so.
6. Tell us not to actively process or update your data in certain circumstances

You have the right to access any personal data we hold about you, to correct it, to withdraw your consent of its use (whether or not you consented in the first place) and the right to restrict its use. If you would like a copy of any data we hold about you, or if you would like to correct it, restrict its use, or withdraw your consent for its use, please contact us info@nighttimeeconomy.com. Alternatively, write to Joanne Cox-Brown, Night Time Economy Solutions Ltd, 4 Cross St, Beeston, Nottingham NG9 2NX, UK.

If you would like to opt out from receiving email communications, please use the unsubscribe link which is present on every marketing email we send or contact us on info@nighttimeeconomy.com with “unsubscribe” in the subject line to request this. Alternatively, write to us at the same postal address shown above.

To protect your confidentiality when processing any request within this section, we will always check your identity first.

**Questions**

If you have any questions about our privacy notice, please contact us on info@nighttimeeconomy.com and we will do our best to answer them.

If you have a complaint regarding your personal data, and have already contacted us to resolve it but are not satisfied with the resolution, you have a right to complain to the Information Commissioner at www.ico.org.uk/concerns or by calling 0303 123 1113.