

Sussex Sugarcraft Privacy Policy

Our contact details:

Sussex Sugarcraft
Mabel's Emporium
10 Victoria Way
Burgess Hill
RH15 9NF
Contact number: 07856 806785
Email: info@sussexsugarcraft.co.uk or
owners@sussexsugarcraft.co.uk
Website: www.sussexsugarcraft.co.uk

For all matters relating to Data protection please contact the owners Gina Cornwell or Nicky Wilson at the above address.

What type of information we have

We currently collect and process the following information:

If you agree to sign up to our mailing list we collect your name and email address.

If you wish to receive your receipt electronically then we ask for your email address to send you your receipt in accordance with Izettle's point of sale till system. We also collect contact details if you wish to hire a cake tin.

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To receive our newsletter with information relating to cake decorating supplies, cake decorating courses, events and in store promotions which may interest you.
- To send you an electronic copy of your receipt once you have paid for your goods using Izettle.com.
- To hire cake tins so that we have a contact number to be able to let you know when the tin is available and to keep track of the tins that we hire out.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is: "Your consent". You are able to remove your consent at any time.

You can do this by contacting Nicky Wilson or Gina Cornwell at the top of this page via email or phone. Alternatively you may unsubscribe from our mailing list at any time by clicking unsubscribe at the bottom of any newsletter sent via Mailchimp.

What we do with the information we have

We use the information that you have given us for four separate purposes.

1. If you have opted in to receive our newsletter by completing a paper form in-store to join our mailing list then we will use your email address to send you information about Sussex Sugarcraft, cake decorating, promotions we might have in store or events we may be running at our shop as part of our newsletter. We may also send you information about our classes and courses.
2. If at the point of sale you opt to receive your receipt via email we send your receipt to you electronically. We do not retain your email address it is used solely for the purpose of sending you an electronic receipt using izettle Point of Sale system. For more information please see www.izettle.com/gb/privacy-policy
3. We use a third party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice: www.mailchimp.com/legal/privacy
4. If you wish to hire a cake tin we normally require some contact details such as a phone number, these details are kept securely in a locked drawer and destroyed after twelve months.

We do not share your contact information or email address with any other organisations nor do we rent or trade email lists with other businesses.

How we store your information

Your information is securely stored electronically via Mailchimp or Izettle on a password protected device. Contact details relating to tin hire and mailing list forms that are completed in store are kept in a securely locked space.

Email addresses given to us to be added to our mailing list are dealt with as follows:

We add your email address to our newsletter database with Mailchimp. You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing us to ask to be unsubscribed.

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 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 information in certain circumstances.

Your right to object to processing- You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability- You have the right to ask that we transfer the 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.

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RH15 9NF

Contact number: 07856 806785

Email: owners@sussexsugarcraft.co.uk if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113