



## Shipston Spokes Ltd Privacy Policy

G D P R c o m p l i a n t , r e g i s t e r e d w i t h I n f o r m a t i o n C

Organisation Name: Shipston Spokes

ICO Reference number: C1128334

Tier: Tier 1

### Our contact details

Name: Shipston Therapy Centre

Address: 9 Church Street, Shipston on Stour, Warwickshire, CV36 4AP: Phone Number: 01608 664588

Website: [www.shipstonspokes.com](http://www.shipstonspokes.com)

E-mail: [shop@shipstonspokes.com](mailto:shop@shipstonspokes.com)

Date policy adopted: 24<sup>th</sup> November 2021

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, if you are a Service Customer; your name and contact details)
- Browsing of our website including the use of essential cookies.

### How we get the personal information and why we have it

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

- To respond to an enquiry made by you about the services we provide.
- To enable us to contact you.
- For you to browse our website.

We use the information that you have given us to contact you regarding our services.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent: You are able to remove your consent at any time. You can do this by contacting [shop@shipstonspokes.com](mailto:shop@shipstonspokes.com) or by phone 01608 664588 or post to 9 Church Street, Shipston on Stour, Warwickshire CV36 4AP.

(b) We have a legitimate interest in order to respond to your enquiry.



## How we store your personal information

Your information is securely stored:

If hard copy, at Shipston Spokes, 9 Church Street, Shipston on Stour, Warwickshire CV36 4AP.

If digitally, is password protected and held on Shipston Spokes computer systems.

Where you have provided it, we keep name, phone and email address as provided by you. When appropriate we will dispose of your information by shredding or burning if hard copy or deleting digitally held data.

## 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 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.

If you wish to make a request, please contact us by:

Email [info@shipstontherapycentre.co.uk](mailto:info@shipstontherapycentre.co.uk), phone 01608 664664 or by post at 14 Market Place, Shipston on Stour, Warwickshire CV36 4AG

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by:



Email [shop@shipstonspokes.com](mailto:shop@shipstonspokes.com), phone 01608 664588 or by post at 9 Church Street, Shipston on Stour, Warwickshire CV36 4AP.

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  
Water Lane  
Wilmslow

Cheshire SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>

24<sup>th</sup> November 2021