



## **Qwerty VA Privacy Policy**

We take the privacy, including the security, of personal information we hold about you seriously. You should read this privacy notice carefully so that you know and can understand why and how we use the personal information we collect and hold about you.

### **Our contact details**

Name: Suzie Warner, Qwerty VA

Address: Raunds, Wellingborough, Northants NN9 6JJ

E-mail: [suzie@qwertyva.co.uk](mailto:suzie@qwertyva.co.uk)

### **The type of personal information we collect**

We currently collect client contact details including name, email addresses and contact numbers.

### **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 in order for us to fulfil the services you have asked us to do.

Under the UK General Data Protection Regulation (UK 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 [suzie@qwertyva.co.uk](mailto:suzie@qwertyva.co.uk)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

### **How we store your personal information**

Your information is securely stored. We will only hold your personal data for as long as is necessary. How long is necessary will depend upon the purposes for which we collected the personal information and whether we are under any legal obligation to keep the personal information (such as in relation to accounting or auditing records or for tax reasons).

### **Cookies**

This website does not contain Cookies. If you are concerned, please note that internet browsers can be set to determine the acceptance of Cookies.

## Marketing

You may receive marketing from us about similar goods and services, where either you have consented to this, or we have another legal reason by which we can contact you for marketing purposes. However, we will give you the opportunity to manage how or if we market to you. In any e-mail which we send to you, we provide a link to either unsubscribe or opt-out, or to change your marketing preferences. To change your marketing preferences, and/or to request that we stop processing your personal information for marketing purposes, you can always contact us on the details set out at the beginning of this notice. If you do request that we stop marketing to you, this will not prevent us from sending communications to you which are not to do with marketing (for example in relation to services which you have purchased from us).

## Third Party Websites

The Qwerty VA website currently contains one link to Mailchimp, a third party website. If you click and follow the Contact Us link then this will take you to the third party website to complete a Contact form and to sign up to receive marketing information. Third party websites may collect personal information from you and you will need to check their privacy notices to understand how your personal information is collected.

## 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.

Please email [suzie@qwertyva.co.uk](mailto:suzie@qwertyva.co.uk) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, please contact [Qwerty VA](#).

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, For further information visit the [ICO website](#)

Last updated March 2023