

Privacy Policy Carmel Jane Photography

<https://www.carmeljaneshop.co.uk/privacy-policy/>

In order to provide the best service for our customers, Carmel Jane Photography will use your details to provide you with beautiful photographs.

Please read this agreement carefully as it governs your use of Carmeljaneshop.co.uk.

By accessing the site and using its services you agreed to the terms below.

We ask for the following contact details so that we can process your orders and ensure that your photographs are secure and only accessed by those with permission.

The data we will processed on your behalf includes:

Parent or username

Telephone number

Parent or user email address

Invoice address

Deliver address

School

School Year

Club or Dance studio

Individual Photos of each child

Any class photo the child may have been in

Student ID (if applicable)

Address

Payment details for use in Stripe or Paypal.

We do not store credit card details nor do we share customer details with any 3rd parties.

Why do we require this information?

The exact type of data that is processed and how it is used is determined by the services you have requested or that have been arranged with you but here is a summary of the use of your data, full details are shown in the more detailed information, further down the page.

We require your name, address, telephone number, email address for secure identification and correspondence during your purchase of photos.

Consent for photography to take place, would have been given by the parent to the school, club or dance studio prior to our involvement. All information is held securely to ensure nothing can inflict harm on any personal data we hold.

This information will be used only for legitimate interests

1. For identification and correspondence during the purchase of photos
2. To send email communication between yourselves and Carmel Jane Photography when you purchase your photographs from the site such as confirmation of orders and payment.
3. To allow us to send you emails and/or texts to advise you when your gallery is open and ready to use and when offers, such as, batch shipping are due to close. There will be a maximum of 4 communications during the initial sale and purchase of your photographs.*
4. To send you details of offers or new products that may be of interest.*

5. We also process personal data on the basis of legal requirements. For example, we store invoice data (name, address) on the basis of existing legislation, such as the retention obligations for HMRC, Legal and Accounting records

* You can manage your communication preferences and opt out of all such communications at any time through the "My Account" section of our website. Your privacy and control over your information are important to us, and we strive to ensure a seamless experience.

Disclosure

Carmel Jane Photography will not pass on your data to third parties, except 'Netlife' who securely hold your photographs so you can view and purchase the items. This is done through a secure encrypted portal with password access to your Photos. We do not pass on any other information without first obtaining your consent. No name or personal details are sent or stored

Who is responsible for data processing and who can I contact?

Data Protection Officer

Under the regulation, Carmel Jane Photography has an acting Data Protection Officer and a Senior Data Controller who can be contacted on:

Email: datacontroller@carmeljane.co.uk

Additional information

Special Categories of Personal Data

We do not store 'special' personal data such as driving license, passport, or national insurance numbers.

We may ask to 'view' an item of 'special' personal data if being asked to hand over sensitive data and we are required to identify an authorised recipient in order to prevent a data breach

Retention Policy

Carmel Jane Photography will process personal data for a maximum of 7 years to coincide with HMRC, Legal and Accounting records. The exception being special case data which, in the event of a client requesting for photographic data to be deleted for security reasons. Accounting data will still be held for 7 years.

Your Rights as a Data Subject

As a data subject, you will have the following rights:

Right of access – you have the right to request a copy of the information that we hold about you.

Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.

Right to be forgotten – you have the ability to remove your data within your account settings.

Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.

Right of portability – you have the right to have the data we hold about you transferred to another organisation.

Right to object – you have the right to object to certain types of processing such as direct marketing, this can be easily removed in your account settings.

Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.

Right to judicial review: in the event that Carmel Jane Photography refuses your request under rights of access, we will provide you with a reason as to why.

You have the right to complain as outlined in our terms of purchase.

All of the above requests will be forwarded on should there be a need for a third party involved in the processing of your personal data.

In line with Subject Access Request Procedure and Subject Access Request Form, which we can provide.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Carmel Jane Photography (or its third parties), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority which is the ICO (www.ico.org.uk).

You can report a concern directly with the ICO, if Carmel Jane Photography fails to handle your complaint in an appropriate manner: <https://ico.org.uk/concerns/>

Please send any initial complaints to: datacontroller@carmeljane.co.uk

Why do Carmel Jane Photography need to collect and store personal data?

In order for us to provide you any level of service we need to collect personal data for correspondence purposes. We are committed to ensuring that the information we collect, and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

Will Carmel Jane Photography share my personal data with anyone else?

We only pass your photographic data on to third-party service provider 'Netlife' who are contracted to Carmel Jane Photography to enable secure encrypted and password access to your Photos. No name or personal details are sent or stored. When they no longer need to store your data to fulfil this service, they will dispose of the details in line with Carmel Jane Photography procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

How will Carmel Jane Photography use the personal data it collects about me?

Carmel Jane Photography will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will

endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. Carmel Jane Photography is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out the personal data that the organisation holds about me?

Carmel Jane Photography at your request, can confirm what information we hold about you and how it is processed. If Carmel Jane Photography does hold personal data about you, you can request the following information:

Identity and the contact details of the person or organisation that has determined how and why to process your data.

Contact details of the data protection officer, where applicable.

The purpose of the processing as well as the legal basis for processing.

If the processing is based on the legitimate interests of Carmel Jane Photography or a third party, information about those interests.

The categories of personal data collected, stored and processed.

Recipient(s) or categories of recipients that the data is/will be disclosed to.

If we intend to transfer the personal data to a third country or EU international organisation, this is done securely through encrypted means.

The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.

What forms of ID will I need to provide in order to access this?

Carmel Jane Photography accepts any of the following forms of ID when information on your personal data is requested:

Passport

Driving licence

Another form for ID which leaves no doubt of the data owner

The processing of personal data is carried out for the provision of the photographic services and the associated sale of captured images and their electronic transmission or production on photo products and delivery to customers, and in particular also to carry out our contracts or pre-contractual measures with you, as well as the execution of your orders. The purposes of data processing are primarily obligations arising from the sales contract in which you enter with us by placing an order in our shop and can include, among other things, reminders of important events. You can find further details about the purpose of data processing in the respective terms and conditions.

If necessary, we process your data beyond the actual fulfilment of the contract in order to protect our own legitimate interests or those of third parties. For: advertising or market and opinion research, insofar as you have not objected to the use of your data; the enforcement of legal claims and defence in legal disputes; ensuring IT security; prevention and investigation of criminal offences; measures for business management and further development of services and products.

We also process personal data when you contact us through our contact form. We process any data you include in the form. This data is needed to process and respond to your inquiry or request. As soon as your inquiry or request has been solved, we delete your data.

Should we be engaged in events where our photographic services have been used to take pictures, we process the personal data obtained on the basis of the justified interest to fulfil the order given to us and to offer it for purchase. If this is the case, we shall refer to the photographs of the persons present during the event, as well as to a right of objection. Please note that an objection only takes effect in the future. All processing carried out until then remains unaffected.

Consent

If you have given us consent to the processing of personal data for certain purposes (e.g. publication or use of images), the legality of such processing is based on your consent. You may revoke your consent at any time with effect for the future. Please note that the revocation only takes effect in the future. Processing carried out before the revocation remains unaffected.

We also process personal data on the basis of legal requirements. For example, we store invoice data (name, address) on the basis of existing legislation, such as the retention obligations.

Is data transmitted to a third country or to an international organisation?

Data transmission to third countries (states outside the European Economic Area, EEA) takes place only to the extent necessary to fulfil our contractual requirements towards you, if required by law, or if you have given us your consent. We will inform you separately about the details if doing so is required by law. [If applicable, for the use of other service providers outside the EU]

Third-party functions

10.1. Cookies

What are cookies?

“Cookies” are text files that are stored on your computer that allow an analysis of your use of the website.

What exactly do cookies do?

The information generated by the cookie about your use of this website is usually transferred to a server and stored there. However, due to the activation of IP anonymisation on some websites, your IP address is sometimes shortened in advance within Member States of the European Union or in other contracting states of the Agreement on the European Economic Area. Depending on the service provider, such an IP address is stored truncated.

What are the transferred data used for?

On behalf of Carmel Jane Photography, the third party will use this information to analyse your use of the website, to compile reports on the activities of the website and to provide further services to the website operator related to the use of the website and the Internet.

How do I turn off cookies?

You can prevent the storage of cookies by changing the corresponding setting in your browser software; however, we would point out that in this case you may not be able to use all the functions of this website to their full extent. Which third-party cookies are used? We use the following third-party cookies on our website:

Google Analytics (For more information, see: <https://support.google.com/analytics/answer/6004245?hl=de>)

Google Adwords (For more information, see: <https://policies.google.com/privacy?hl=de>)

Netlife?

Social media plugins

Social media plugins (links to social media) are used on our websites by the providers listed below. You can recognise the plugins as they are marked with their respective logos. These plugins may be used to send information, which may include personal information, to the service provider and may also be used by the service provider. We prevent the unconscious and unwanted collection and transmission of data to the service provider using a 2-click solution. To activate a desired social media plugin, you must first click on the corresponding button. The collection of information and its transmission to the service provider will only be triggered through this activation of the plugins. We do not collect personally identifiable information by means of the social media plugins or their use. We have no influence over what data an enabled plugin collects and how it is used by the provider. At present, it must be assumed that a direct connection to the services of the provider will be expanded and at least the IP address and device-related information will be collected and used. It is also possible that the service providers try to save cookies on the computer used. Please refer to the privacy policy of the respective service provider to see which specific data is collected here and how it is used. Note: If you are logged in to Facebook at the same time, Facebook may identify you as a visitor to a particular page. We have integrated the social media buttons of the following companies on our website:

Facebook Inc. (1601 S. California Ave - Palo Alto - CA 94304 - USA) (for more information, see: <https://www.facebook.com/policy.php>)

Twitter Inc. (795 Folsom St. - Suite 600 - San Francisco - CA 94107 - USA) (for more information, see: <https://twitter.com/de/privacy>)

Pinterest Europe Ltd. (Palmerston House, 2nd Floor - Fenian Street - Dublin 2, Ireland) (for more information, see: <https://policy.pinterest.com/de/privacy-policy>)

WhatsApp Ireland Limited (4 Grand Canal Square - Grand Canal Harbour - Dublin 2) (for more information, see: <https://www.whatsapp.com/legal/?l=de#terms-of-service>)

Google Plus/Google Inc. (1600 Amphitheatre Parkway - Mountain View - CA 94043 - USA) (for more information, see: <https://policies.google.com/privacy?hl=de>)