



Curious Giraffes Data Privacy Policy

The lawful and appropriate management of personal data is extremely important to Curious Giraffes.

This data privacy policy will explain how our organisation uses the personal data we collect from you when you use our website, engage our services or join our mailing list.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

Curious Giraffes collects the following data:

- Personal identification information (Name, email address, phone number, company address)

How do we collect your data?

You directly provide Curious Giraffes with most of the data we collect. We collect data and process it when you:

- Contact us via website/email.
- Schedule an appointment with us.
- Place an order for any of our products or services.
- Voluntarily complete a customer survey, opt into our marketing or provide feedback via email.

How will we use your data?

Curious Giraffes collects your data so that we can:

- Respond to your query/schedule your appointment.
- Process your order and/or manage your account and services.
- Email you with special offers on other products and services we think you might like.

How do we store your data?

Curious Giraffes securely stores your personal data on MS Outlook (encrypted email) and One Drive (password protected).

Marketing

Curious Giraffes would like to send you information about products and services of ours that we think you might like, as well as occasional newsletters.

If you have agreed to receive marketing, you have the right at any time to stop Curious Giraffes from contacting you for marketing purposes by emailing info@curiousgiraffes.co.uk

What are your data protection rights?

Curious Giraffes would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request Curious Giraffes for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that Curious Giraffes correct any information you believe is inaccurate. You also have the right to request Curious Giraffes to complete the information you believe is incomplete.
- The right to erasure – You have the right to request that Curious Giraffes erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that Curious Giraffes restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to Curious Giraffes processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that Curious Giraffes transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email info@curiousgiraffes.co.uk or call us at: 01763 271271 or 07504 690299

Changes to our privacy policy

Curious Giraffes keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 1 June 2020.

How to contact us

If you have any questions about Curious Giraffes's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us at our email info@curiousgiraffes.co.uk or call us at: 01763 271271.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Curious Giraffes has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office via their website <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/> or via live chat service <https://ico.org.uk/livechat> , or the helpline on 0303 123 1113