



Introduction

'Heritage Books' Mr G.G Loveridge (t/a Heritage Books Ltd)
'Third parties' Our publishers/distributors and their supply chain partners

Heritage Books respects your privacy and is committed to protecting your personal data. This privacy notice will inform you how we protect your personal data and tell you about your privacy rights and how the law protects you.

Important information and who we are

Controller

Heritage Books Ltd is the data controller and/or data processor for your personal information.

Contact details

We have appointed a data privacy manager who is responsible for overseeing questions relating to this privacy notice. If you have any questions about this privacy notice, including requests to exercise your legal rights, please contact the data privacy manager using the details below.

Post:
Data Privacy Manager
Heritage Books Ltd
'St Stephens'
Siddington Road
Cirencester
GL7 1PE

Email: accounts@heritagebooks.net



What information we collect and store

Personal data, or personal information, means any information about a person from which that person can be identified. It does not include anonymous data where the identity has been removed.

Identity data includes first name, last name, job title.

Contact data includes billing and delivery address, email address and telephone number.

Transaction data includes products you have ordered from us.

Financial data includes your payment details for orders received via post.

How is your personal data collected?

Telephone orders directly with our customer services department.

Via email to our staff.

How we use your personal information

We will only use your personal data in accordance with the law. We use your personal data in the following circumstances:

We will use your personal data where we need to perform the contract we are about to enter into or have entered into and where we or the publisher/distributor have your consent.

Where it is necessary for our legitimate interests (or those of a third party) and your interests and rights do not override those interests.

Where we need to comply with legal and regulatory obligations.

Purposes for which we or our publisher/distributor may use your personal data:

To process and deliver your order. We use your identity and contact information in performance of the contract with you.

Analysis of purchases and marketing. We may use your identity and contact information and additionally your transaction data.



You have the right to withdraw consent to marketing at any time by contacting us at accounts@heritagebooks.net

Change of purpose

We will only use your personal data in accordance with the purpose for which we collected it unless we reasonably consider that we need to use it for another purpose that is compatible with the original purpose.

Disclosures of your personal details

We pass on your personal data to the publisher/distributor of the product you have ordered and to the supply chain partner who will deliver the product to you. The personal data we disclose to third parties includes your identity, contact, e-mail address, telephone number, transaction details. We do not disclose your financial data.

Data security

To prevent your personal data from being lost or used or accessed in an unauthorised way, Heritage Books has put in place appropriate security measures. We limit access to your personal data to those employees, or third parties who have a business need to know. Third parties will only process your personal data on our instruction and are subject to maintaining appropriate confidentiality.

Data retention

We will only retain your personal data for as long as necessary to fulfil the purpose we are collecting it for. In addition, we are required to retain your personal data for legal and accounting requirements.

We are required to keep your personal data for 6 years after your last transaction with us.



Your legal rights

- Right to access your personal data
- Right to correct your personal data
- Request erasure of your personal data
- Request to transfer your personal data
- Right to opt out
- Right to withdraw consent
- Right to lodge a complaint with a supervisory authority

If you wish to exercise any of the rights set out above, please contact us at accounts@heritagebooks.net

In the UK the supervisory authority can be contacted at <https://ico.org.uk>

Access to your personal data

You will not have to pay a fee to access your personal data or to exercise any other rights. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

In order to supply personal data, we may need to request specific information from you to confirm your identity and to right to access your personal data. This measure is designed to ensure personal data is not disclosed to any person who has no right to see it.

We will try to respond to all legitimate requests within one month