

GDPR Privacy Notice

Purpose Of This Notice

At DB we are committed to maintaining the trust and confidence of all clients, and visitors to our web site. We want you to know that DB is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes.

In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Website Cookies

Cookies are small text files containing an anonymous unique identifier, accessible only by the website that placed it there (and not by any other sites), which we may place on your computer when you visit certain parts of the website. We use cookies to allow us to identify recurring visitors and to analyse their browsing habits within the website.

By default your browser will accept cookies – however this can be altered; for further details please consult the help menu in your browser. You have the choice to enable / disable cookies in your web browser. Your disablement of cookies may prevent you from using the full range of services available on the website.

You may also use your browser's settings to delete cookies you formerly accepted – subject to losing any information that enables you to access the website more quickly. Unless you have disabled or deleted them, you consent to our placing and accessing cookies on your computer.

Google Analytics

When someone visits www.donnellybentley.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Wifi

When you use the DB guest Wi-Fi we don't collect any data about your device.

Mailing Lists

As part of the client registration process for our monthly e-newsletter, we collect personal information. We use your email address, where there is a legitimate interest, to keep you up to date with relevant news and business tips, and from time to time to check that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice. You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of any of our emails.

Ticketing Data

When you sign up for any of our events via the website your name, address, email and contact number will be stored in our system. You may, of course, book a place in person without supplying the aforementioned personal data by telephoning the office. Please be assured that we do not share your personal details with any other company without your consent.

How We Collect Your Data

The personal data we hold about you may be obtained when:

- You engage us to provide services to you
- Your employer or our client engages us to provide services to them
- You contact us by e mail, telephone, post, social media or via the website
- We access data from third parties or publicly available resources e.g. Companies House

Information We Hold About You

The information we hold about you may include:

- Personal details e.g. name & address
- Contact details
- Details of services you receive from us
- Any correspondence or communications with you
- Information about any complaints and enquiries you make to us
- Information from surveys and marketing activities
- Information we receive from other sources e.g. publicly available information, or information provided by your employer or our client

How We Use Your Personal Data

We may process your personal data for purposes necessary for the performance of our contract with you and to comply with legal obligations.

If you refuse to provide us with certain information when requested we may not be able to perform the contract we have entered into with you. Alternatively, we may not be able to comply with our legal or regulatory obligations.

We may process your personal data without your knowledge or consent where we are legally required or permitted to do so.

We may also process your personal data for certain additional purposes with your consent. You have the right to withdraw this consent at any time.

Data Retention

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it was collected.

Transfer of Personal Data Outside the European Economic Area (EEA)

We will not transfer the personal data we collect about you outside of the EEA.

Data Security

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We limit access to your personal data to those employees, agents and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data Sharing

We will share your personal data with third parties where we are required by law to do so, where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

In particular, we may share personal information with other organisations, such as Companies House and HMRC, where you specifically ask us to act as your agent.

“Third parties” includes third party service providers. The following activities are carried out by third party service providers: IT and Cloud services, professional advisory services, marketing services and banking services.

All our third party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data. We only permit our third party service providers to process your personal data for specified purposes and in accordance with our instructions.

Rights of Access, Correction, Erasure and Restriction

It is important that the personal data we hold about you is accurate and current. Should your personal information change please notify us of any changes as soon as possible.

You are entitled to view, amend, or delete the personal information that we hold.

You also have the right to object to the processing of your personal data, request the restriction of processing of your personal data or request the transfer of your personal data.

If you want to exercise any of the above rights please email reception@donnellybentley.co.uk

Right To Withdraw Consent

You have the right to withdraw your consent for any specific processing at any time. To withdraw your consent please email reception@donnellybentley.co.uk. Once we have received notification that you have withdrawn consent we will no longer process your personal data for the purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Changes To This Notice

We will review the privacy notice every 2 years as a matter of routine, but more often if legislation changes. The date of the last review was May 2018.

Contact Us

If you have any questions regarding this notice please email reception@donnellybentley.co.uk or telephone us on 01204 388675.