



# **PRIVACY POLICY**

**21/11/2021**

VERSION CONTROL		
Version No	Date Modified	Justification
1	21/11/2021	Creation & Implementation

# **Cumbria Media Privacy Policy**

## **Approved 21<sup>st</sup> November 2021**

### **Our contact details**

Name: Cumbria Media

Address: 88 Kirkstone Road, Whitehaven, CA288HD

Phone Number: 07927983664

E-mail: [Info@cumbriamedia.com](mailto:Info@cumbriamedia.com)

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

We currently collect and process the following information:

- Name
- Contact Number
- Email Address
- Business Information
- Website User Stats
- Financial Information

## **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 for one of the following reasons:

- For the production of quotes
- For understanding our customer trends and habits

We also receive personal information indirectly, from the following sources in the following scenarios:

- Cookies
- Google Analytics
- Web Stat Traffic Analysis

We use the information that you have given us in order to assist us in preparing quotes and services to our customers and better understand customers habits and trends who visit our website.

We do not share any information outside of our business.

Under the General Data Protection Regulation (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 [Info@cumbriamedia.com](mailto:Info@cumbriamedia.com)**

**(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 on a password protected online document management system and on Invoice 2 Go Customer Management System which is also password/ pin protected. Details of payments are securely stored within our bank. We collect third party suppliers details for the sole purpose of payments.

We keep Personal and financial information for 5 years we will then dispose of your information by removing from all our systems.

## 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 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 contact us at: [info@cumbriamedia.com](mailto:info@cumbriamedia.com), 07927983664 or 88 Kirkstone Road, Whitehaven, CA288HD if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [Info@cumbriamedia.com](mailto:Info@cumbriamedia.com)

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

ICO website: <https://www.ico.org.uk>