Privacy Policy

1. Introduction

I sell items online through Facebook Page Manager and I also have a Website. I take payments through Bank Transfer and PayPal. I receive enquiries and take custom orders via my Facebook/Page Manager, Instagram and my Website. This policy covers data collected through any of these platforms (and additionally section 5 shows where to find their privacy policies). If I set up a mailing list in the future I will update this policy accordingly.

2. What information will I use and how will I use it?

If you place an order on my Facebook Page Manager, Instagram or my Website. I will have your name, postal address, email address and depending on your order personal photographs. I require these to fulfil your order. Orders containing personal photos are downloaded to my laptop to resize and print onto fabric. . My laptop is only used by me, and both my user account and email account are password protected (with different passwords). Any photos are deleted once the order is complete.

The legal basis for collecting data is “contractual”. I do not download or store this data anywhere myself. It is held for me on Facebook/Page Manager, Instagram or my Website. I do not have any control how long it’s held for. I do not use this data for anything other than fulfilling your order.

If you pay through PayPal, I will have access to your Name, postal address and email address. This information is provided by the PayPal system and is required to fulfil your order. The legal basis for collecting this data is “contractual”. I do not download or store this data anywhere myself. It is held for me on the PayPal system and I do not have any control over how long it is held for. I do not use this data for anything other than fulfilling your order.

If you contact me with an enquiry about a custom item, or for any reason, you may provide me with some/all of the following:- name, email address, postal address, phone number, as required to address your enquiry. The legal basis for collecting this data is “legitimate interest”. The data is held within the system used to make the enquiry. For email enquiries it will be held on the email server by my provider – Google mail and downloaded on to my laptop. My laptop is only used by me, and both my user account and email account are password protected (with different passwords). For Facebook/Messenger/Page manager enquiries, the data will be held on the Facebook/Messenger/Page manager system and will not be downloaded or stored anywhere else by me. For Instagram enquiries via the Instagram direct messaging, the data will be held on the Instagram system and will not be downloaded or stored anywhere else by me. I would not normally delete these messages in case the enquiries are followed up at a later date, but I can do so if requested. (See section 4 for how to request this). I will not use this data for and purpose other than addressing your enquiry.

3. who do I share your data with?

I do not share your data with anyone, unless legally required to do so, e.g. by the Police, or HM Customs and excise.

4. your choices and rights.

You have the right to know what information I hold about you, to correct that information and to request that information be deleted. You have the right to restrict how that information is used and shared. If you are concerned about how your information is used, please contact me – Paula Steele – by phone on 07951283667, or by writing to me at Memory bears by Paula, 35 Warren Street, Plymouth, PL2 1RQ, or by emailing me – [paulairenie@googlemail.com](mailto:paulairenie@googlemail.com)

You also have the right to complain to a supervisory authority if you think your data has been collected/used or shared inappropriately. In the UK this is the ICO ( ico.org.uk ).

5. Links to privacy policies for third party data processors named within this document (all GDPR compliant)

PayPal – [www.paypal.com/uk/webapps/mpp/ua/privacy-full](http://www.paypal.com/uk/webapps/mpp/ua/privacy-full)

Facebook/Messenger/Page Manager /instagram–

<http://www.facebook.com/about/privacy/update>

<https://m.facebook.com/about/privacyshield>

Google mail - <https://policies.google.com/privacy/update>

Microsoft office (Word) - <https://privacy.microsoft.com/en-gb/privacystatement>