

Website privacy policy

The website is owned and operated by Eternity Casting, Angela Marr. We take your privacy seriously and therefore urge you to read our privacy policy carefully. It contains important information on:

- Who we are
- How we collect, store and share personal information
- Your rights in relation to your personal information
- How to contact us in the event that you have a complaint.

Who we are

Eternity Casting, Angela Marr (trading as Eternity Casting) collect, use and are responsible for certain personal information about you. When we do so we are regulated under the new General Data protection regulations which apply across the European Union (including the UK).

The personal information we collect and use.

We collect the following information that you provide to us

- Name
- Email address
- Home address (when booking)
- Telephone number
- Date of birth (no bookings taken for under 18)

Some examples of when we collect this information include

- Subscribing to the website
- When making a booking
- At appointments to complete orders
- When signing up to newsletters and entering competitions

Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has asked you to act on their behalf and agreed to you

- Consenting on their behalf to the processing of their data
- Allowing you to receive any data protection notices on their behalf and
- Consent on their behalf to the transfer of their personal data abroad.

Cookies and similar technologies

A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include action tags, local shared objects (flash cookies) and single pixel gifs.

We may use cookies to monitor and collect the following information

- Analytics - How many users have visited the website
- Which pages have been visited

It should also be noted that in some cases the cookies or similar may be owned and controlled by third parties who will also collect personal information about you.

On the first visit to our website you will be asked whether you consent to our use of cookies, if you do not then cookies will not be used. You can manage how your browser not handles cookies however some of the website features may not work.

Social networks

You may access the website through, or the website may contain connections to areas where you may be able to publicly post information, communicate with others such as discussion boards, blogs, and reviews or submit media content. Prior to posting in these areas please read our terms and conditions carefully. All of the information you include in your posting may be read, collected and used by others.

Please see our cookie policy for more information

How we use your personal information

We collect information about our users for the following purposes

- To enable us to identify you
- Marketing

- Manage your booking/order (information and photos sent during the process)
- To visit you on pre made bookings
- To deliver completed orders (if pre-arranged)

Who your information is shared with

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity
- We will not share your information with any other third parties
- **INFORMATION WILL BE USED FOR COVID-19 TRACK AND TRACE IF REQUIRED**

Marketing

We would like to send you information about special offers and competitions and our business which may be of interest to you. Such information would be sent via email only.

We will ask you on subscribing if you wish to receive and opt in to receive marketing from us. You will be able to opt out at any time. (See what rights you have below)

NO PERSONAL INFORMATION HAS TO BE PROVIDED BY YOU TO US AT ANY TIME

We will hold your personal information (given once entered into a contract with Eternity Casting)

Name and address – 7 years to satisfy UK tax law

Consent forms (these are completed at casting appointments) 7 years in line with insurance.

Reason for collection of information

We rely on the following as the lawful basis on which we collect personal information

- Legal obligation
- Vital interests



Keeping your personal information secure

We have appropriate security measures in place. All paperwork is stored securely in a locked file. Access to the file is limited.

We also use technological measures to keep your information secure.

All data is stored on secure servers.

Although no technology can be fully secure, we take appropriate steps to secure all data entered by users. The website is encrypted to HTTPS and SSL level. Any suspected data breach and you and any applicable regulator will be notified where we are legally required to.

While we will use all reasonable efforts to secure your personal data. However no method of transaction over the internet is 100% secure. Therefore for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any concerns about your information, please contact us using the details below.

Transfers of your data out of the EEA

We may need to transfer your data to the USA which is outside of the EEA

These transfers will be undertaken for the purposes of

- Personal information is sent to our data base which is hosted in the EEA and The USA.
- Information is sent to our USA hosted email to notify us of when users have subscribed to the website.

Any transfers to these countries will be undertaken in the basis that the country ensures an adequate level on protection.

What rights do you have?

Under the General Data Protection Regulations you have a number of important rights free of charge. In summary, those include rights to:

- Fair processing of information and transparency over how we use your personal information
- Access to your personal information
- Require us to correct any mistakes in your information which we hold
- In accordance with applicable law

1. you may request access to any personal data we hold about you

2. request that it be updated, rectified, deleted or blocked
3. Request that we delete personal data we hold about you.
4. Request that we provide you or a third party with a copy of certain personal data about you.

You can also object to any of our uses of your personal data described in this policy including marketing.

If you would like to exercise any of these rights please

- Email, call or write to us
- Let us have enough information to identify you
- Let us have proof of your identity
- Let us know the information to which your request relates

Changes to the privacy policy

This policy was published on the 25th of May 2018 and last updated on 25th May 2018

The privacy policy may be changed from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access the website. We will also attempt to notify users of any changes by

- Email if you have opted in to receive them

Contacting us

If you have any queries about this policy or the information we hold about you please contact us by:

- Email: info@eternitycasting.co.uk
- Post: Eternity Casting
31 Millpark Road
Ellon
Aberdeenshire
AB41 9FL
- Telephone: (+44) 07391210785