

# Privacy Policy

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## **Privacy and Data Protection Policy**

As customers of Lollipops, we may hold some information about you (your name, email address and in some cases your postal address and telephone number.)

This is a short note setting out everything you could ever wish to know about how we collect, use and store this information. If you have any further questions after reading this, please don't hesitate to contact us.

**Important Note:** When I talk about information, I am only referring to your contact and order details. We have never had access to your financial information when you make payments over the telephone or in store using the card machine directly. All of this information is held securely by the processing companies, and they never share this with me or anyone else.

## **How we collect your information**

Whenever you order from us either directly in the store, over the telephone or through your school, you give us sufficient information that enables us to process your order.

## **Who has access to your information**

Only Lollipops and we will never pass any of this personal information on to anyone else.

You can view the privacy policies of those who hold your data as a result of communicating with us through a third party site such as Facebook and Hotmail.

## **How we use your information**

Lollipops will only use your information to process your orders. If we cease trading all personal data held in any form will be destroyed in a safe and secure manner in accordance with the data protection laws after the statutory period has passed.

## **How I store your information**

I keep an old-fashioned paper record of all our customers' orders. This is held by me and stored in a locked draw within a locked filing cabinet. I keep these

records to process your orders and for accounting and tax purposes. (I need to keep all sales records for at least 6 years in accordance with the law.)

### **Your rights**

You can ask us at any time what information that we hold about you and we will free of charge give you your full details. You also have the right to ask that your details are to be destroyed, amended or transferred.

If you ever change your mind about what information, if any you want us to hold on your behalf, just contact us and we will do this for you.

There is a helpful article you can read on the 'Which' website which may answer any questions that you have as to why you have been receiving emails from any company that you have ever used.