

## **Ryan Welch Weddings Privacy Policy**

This privacy policy sets out how Ryan Welch Weddings which includes both in-house staff and freelance employees collects, uses, protects and stores any information that you as the client provide when enquiring and booking our services.

Ryan Welch Weddings are committed to ensuring that your privacy is protected. Should we ask you to provide certain information from which you can be identified from when either enquiring or booking one of our services, then you can be assured that it will only be used in accordance with this privacy statement and with the requirements laid down by law in the Data Protection Act 1998, The Privacy and Electronic Communications Regulations 2003 and the General Data Protection Regulation 2018. Ryan Welch Weddings and their employees act as responsible Data Controllers and Processors in accordance to this statement.

This policy is effective from 25th May 2018.

### **What data we collect**

As an act of necessity in order to fulfil service enquiries or contracted commissions, we may collect the following identifiable personal information for yourself, spouse, family member or friend.

Enquiry requests - name(s), email address(s), phone number(s)

Contracted service bookings: name(s), email address(s), phone number(s), residential address(s)

Demographic information such as age, preferences and interests relevant to the fulfilment of contracted or proposed contracted service may also be obtained.

We also use traffic log cookies to identify which pages are being used when browsing our website. A cookie is a small text file which asks permission to be placed on your computer's hard drive. The file is added and the cookie helps analyse web traffic and analyse data about web-page traffic which allows us to improve our website. We only use this information for statistical analysis purposes. A cookie in no way gives us access to your computer or any information about you. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser settings to decline cookies if you prefer.

### **What we do with the information we gather**

Any requested information is required in order for us to better understand your needs as a client and perform any contracted services at the best of our abilities.

Data is gathered for internal record-keeping and administrative purposes. Client profiles are used to allow us to contact you with information and requests specific to your enquiry or existing booking.

We may periodically send promotional emails about new products, special offers or other information which we think you may find of interest using the email address which you have provided and given us consent to use. If consent has not been given, only emails specific to your enquiry or booking will be sent.

Using accounting software Xero, personal data will be obtained for invoices and tax purposes.

### How long we keep your data for

Personal data obtained through all enquiries are kept on file for 2 years from the enquiry date. After this period your enquiry will even be dead thus giving us no reason to keep your data, or you will have become a client in which case your data is held on record indefinitely in order to fulfil any product orders or future bookings.

### How we protect your data

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect. Any electronic data information is stored on our secure servers or password protected with responsible third parties (Google Sheets, Studio Ninja and Airtable). In the case of paper documentation, all physical paperwork is kept in secured cabinets only accessible by the Data Controller or those nominated as Data Processors.

Whilst your photographs or video footage maintain the copyright property of Ryan Welch Weddings and can therefore be used for promotional purposes, we are obliged to treat any imagery or film footage sensitively and responsibly. Your gallery of high resolution images can be password protection upon request.

### Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over those other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites. In addition such sites are not governed by this privacy statement. You should look at the privacy policy statement applicable to the website(s) in question.

### Controlling your personal information and your data rights

You may choose to restrict the collection or use of your personal information in the following ways:

If you have previously agreed to us using your personal information for direct-marketing purposes, you may change your mind at any time by emailing us at [studio@ryan-welch.co.uk](mailto:studio@ryan-welch.co.uk) or calling our office on 01633 545616.

You may request details of personal information which we hold about you under the Data Protection Act 1998 and GDPR 2018. This is free but in the case of excessive or repetitive requests we reserve the right to charge an administration fee of £10 + VAT. If you would like a copy of the information held on you please contact us at the above email address or contact number.

We will not sell, distribute or lease your personal information to third parties unless required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting but only if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly rectify any information found to be incorrect.

### Point of contact

Lead Data Controller / Processor  
Miles Hart - Studio Manager  
[studio@ryan-welch.co.uk](mailto:studio@ryan-welch.co.uk)