

Privacy Policy for laddertothemoon.co.uk

Background:

Ladder to the Moon C.I.C. understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, www.laddertothemoon.co.uk ("Our Site") and (subject to the limited exceptions in section 6, below) We do not collect personal data about you unless you contact us (see section 5, below). Any personal data We do collect will only be used as permitted by law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1. Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

"personal data"

means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation ("GDPR"); and

"We/Us/Our"

means Ladder to the Moon C.I.C., a limited company registered in England under company number 08417544 whose registered address is Dolphin Lodge, 117e Sandgate High Street Sandgate, Folkestone, Kent, United Kingdom, CT20 3BZ and whose main trading address is Studio 522-523, Highgate Studios, 53-79 Highgate Road, London, NW5 1TL.

2. Information About Us

- 2.1. Our Site is owned and operated by Ladder to the Moon C.I.C., a limited company registered in England whose main trading address is Studio 522-523, Highgate Studios, 53-79 Highgate Road, London, NW5 1TL.
- 2.2. Our Data Protection Officer is Amy Taylor who can be contacted by email at amy@laddertothemoon.co.uk, by telephone on 0203 784 9649, or by post at Ladder to the Moon, Studio 522-523, Highgate Studios, 53-79 Highgate Road, London, NW5 1TL.

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites not owned and operated by us and We advise you to check the privacy policies of any such websites before providing any data to them.

4. Your Rights

- 4.1. As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:
 - 4.1.1. The right to be informed about Our collection and use of personal data;
 - 4.1.2. The right of access to the personal data we hold about you (see section 8);
 - 4.1.3. The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 9);
 - 4.1.4. The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like Us to delete it sooner, please contact Us using the details in section 9);
 - 4.1.5. The right to restrict (i.e. prevent) the processing of your personal data;
 - 4.1.6. The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
 - 4.1.7. The right to object to Us using your personal data for particular purposes; and
 - 4.1.8. Rights with respect to automated decision making and profiling.
- 4.2. If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 9 and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.
- 4.3. For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

5. What Data Do We Collect?

- 5.1. If you use www.laddertothemoon.co.uk we collect online usage information using cookies and other similar technologies. Online usage information may be linked to a unique identifier but we do not link online usage information to named individuals.
- 5.2. If you send Us an email or submit your information via an online form We will collect your name, your email address, and any other information which you choose to give Us such as a telephone number and the name and address of the home/service or organisation you work for.
- 5.3. If you enter our quarterly Evidence of Outstanding Activities Competition we will collect your name, the name of the service or home you work for. If you choose to submit any supporting materials that contain personal data belonging to a third party, please ensure that you have their permission before providing this information to Us.

6. How Do We Use Your Data?

- 6.1. Any personal data we collect from you will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with Our obligations and safeguard your rights under the GDPR at all times. For more details on security see section 7, below.
- 6.2. If you contact Us and We obtain your personal details from your email or submission of an online form or competition entry, We may use them as follows:
 - 6.2.1. To reply to your email

- 6.2.2. To contact you regarding the products and services you have asked us about using only the methods that you have consented to using the 'opt in' check boxes.
- 6.2.3. To contact you regarding your competition entry.
- 6.2.4. To sign you up to our monthly newsletter powered by our email marketing provider "Mailchimp". You can view their privacy policy on their website www.mailchimp.com.
- 6.2.5. To contact you about products, services and special offers that we consider may be of interest to you based on your previous purchase history with us, using only the methods you have consented to.
- 6.3. We will continue to hold your data for the time periods stated below. If any information falls into more than one category then the longer storage period will apply.
 - 6.3.1. For information gathered from online form submissions or direct emails, the storage period is three years.
 - 6.3.2. For information gathered from a transaction or purchase, the storage period is six years in order to comply with its obligations to maintain adequate accounting records.
- 6.4. You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.
- 6.5. We will not share any of your data with any third parties for any purposes.

7. How and Where Do We Store Your Data?

- 7.1. We only keep your personal data for as long as We need to in order to use it as described above in section 6, and/or for as long as We have your permission to keep it.
- 7.2. Your data may be stored electronically on our company hard drive(s), or in hard copy in filing cabinets located at our main trading address. It may be processed remotely at the homes of authorized employees of Ladder to the Moon C.I.C..
- 7.3. Some or all of your data may be stored outside of the European Economic Area ("the EEA") (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). If We do store data outside the EEA (this may be the case, for example, if Our email server is located in a country outside the EEA), We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.
- 7.4. Data security is very important to Us, and to protect your data We have taken suitable measures to safeguard and secure any data We hold about you (even if it is only your email address).

8. How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the GDPR, no fee is payable and We will provide any and all information we hold in response to your request free of charge. Ladder to the Moon, Studio 522-523, Highgate Studios, 53-79 Highgate Road, London, NW5 1TL.

9. Contacting Us

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at amy@laddertothemoon.co.uk, by telephone on 0203 784 9649, or by post at Studio 522-523, Highgate Studios, 53-79 Highgate Road, London, NW5 1TL.

Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 8, above).

10. Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes).

Any changes will be posted on Our Site as soon as can be reasonably expected, and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.

This privacy policy was last updated in May 2018.