

Rockin' Reptiles Privacy Policy



Our contact details

Name: Rockin' Reptiles

Phone Number: 07432 475 236

E-mail: rockinreptilesbristol@outlook.com

The type of personal information we collect

We currently collect and process the following information:

- Contact details (for example, name, address, email address, telephone number)

How we get the personal information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- When enquiring or making a booking.

We use the information that you have given us in order to contact you about your booking, to deliver/post invitations or other goods relating to your booking, and if applicable, know the location for the event.

We do not share this information with any other organisations or individuals.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your contact details for a maximum of 3 years. We will then securely dispose your information by fully deleting all electronic data. It is not standard procedure to keep paper copies of any customer details, but in the event that any customer data is held on paper file, this would be shredded before being disposed of.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at rockinreptilesbristol@outlook.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at rockinreptilesbristol@outlook.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>