

Castle Coffee - Privacy Notice

I, Matthew Preece, and my online business, Castle Coffee, are collectively committed to protecting the privacy and security of your personal data. This Privacy Notice is to provide you with information regarding the processing of information about you for service-related and other general purposes, and to provide you with information on further processing that may be necessary when you agree to purchase certain services.

My contact details are:

Matthew Preece
specialitycoffeereviewer@gmail.com
castlecoffee.co

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What personal data will Castle Coffee use?

Castle Coffee will collect, store, and use the following categories of personal data about you: Your name, postal address, email, telephone number.

Castle Coffee will use your personal data to assist it in carrying out the following:

- Information will be collected at checkout to fulfil your order and collect delivery instructions. You will be required to provide; Name, Delivery Address, Contact Details, Email, Payment Method. These items can either be stored on the account if you create a personal log in.
- We will pass on your information provided i.e. your Name, Contact Number & Delivery Details to the retrospective organisation i.e. coffee roaster or provider of the goods purchased.
- Castle Coffee for now doesn't hold any stock so to be able to enable orders to be fulfilled via the drop ship business model we need to share these details with the retrospective supplier only. This is the only time your information is shared.
- Contacting you in relation to any product updates or special offers which may be of interest to you or your business
- See list of trusted organisations I use, which is found at the end of this policy document

How Secure is My Information with Third-Party Service Providers?

All third-party service providers are required to take appropriate security measures to protect your personal data. We do not allow our third-party service providers to use your personal data for their own marketing purposes.

We only permit third parties (see list of trusted organisations) to process your personal data for specified purposes i.e. to fulfil order and delivery instructions and in accordance with specific instructions. The recipient of the information will also be bound by confidentiality obligations.

Change of Purpose

You can be assured that Castle Coffee will only ever use your data for the purpose it was provided and in ways compatible with that stated purpose. If we are required to alter the need to use your personal data for an unrelated purpose, we will notify you and I will explain all relevant information.

Data Retention Periods

We will only retain your personal data for as long as necessary to fulfil the purpose(s) for which it was obtained, taking into account any legal/contractual obligation to keep it. Where possible Castle Coffee will record how long it will keep your data, where that is not possible, we will explain the criteria for the retention period. Once the retention period has expired, the respective data will be permanently deleted. If you require further information please contact us.

- Once the retention period has expired, any respective data will be permanently deleted.

Planned data transmission to third countries

There are no plans for a data transmission to third countries.

Updates to this notice

Castle Coffee may make changes to this notice from time to time, particularly if we change how to use your information, and change the goods and products offered. You can always find an up-to-date version of this notice on my website at www.castlecoffee.co or you can ask for a copy.

My use and sharing of your information

Castle Coffee will collect and use relevant information about you, your transactions in relation to our services and monitor the purchases of our products and services. I will typically collect and use this information for the following purposes:

- Fulfilling contract - This basis is appropriate where the processing is necessary for me to complete the order
- Administrative Purposes - We will use the information provided by you, collected by subscribe form to issue a newsletter.
- Third parties - Castle Coffee uses external third parties to facilitate certain functions on our behalf. We will ensure that any information passed to third parties conducting operational functions on our behalf will do so with respect for the security of your data and will be protected in line with data protection law and any systems of data protection held up by the third parties themselves. See the list of trusted organisations I use at the end of this policy document

- Electronic Payments - When you use electronic payment services to transfer money to Castle Coffee as payment this is completed by via Wix SSL Secure Shopping or PayPal. Your information will show the transaction as completed.

Our Legal Duty

This basis is appropriate when I am processing personal data to comply with UK or Northern Ireland Law.

Legitimate interests

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If Castle Coffee rely on my legitimate interest, we will tell you what that is. **Your Consent to**

Marketing and Market Research

To help improve and measure the quality of our products and services we which to provide, Castle Coffee may undertake market research from time to time. This could include using specialist market research companies.

Your Rights in connection with your personal data are to:

- To find out whether we hold any of your personal data and if we do to request access to that data that to be furnished a copy of that data. You are also entitled to request further information about the processing
- Request correction of the personal data that CC hold about you. This enables you to have any incomplete or inaccurate information we hold about you rectified
- Request erasure of your personal information. This enables you to ask us to delete or remove personal data where there is no good reason for me continuing to process it. You also have the right to ask me to delete or remove your personal data where you have exercised your right to object to processing (see below)
- Object to processing of your personal data where we rely on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where CC processes your personal data for direct marketing purposes
- Request the restriction of processing of your personal information. You can ask CC to suspend processing personal data about you, in certain circumstances
- Where we process your data based solely on your consent you have a right to withdraw that consent at any time and free of charge
- Request that we: a) provide you with a copy of any relevant personal data in a reusable format; or b) request that CC transfer your relevant personal data to another controller where it's technically feasible to do so. Relevant personal data is personal data that: You have provided to us or which is generated by your use of my services. Which is processed by automated means and where the basis that I process it is on your consent or on an agreement that you have entered into with me
- You have a right to complain to the Information Commissioners Office (ICO) in respect of any processing of your data by;
Tel: 028 9027 8757 or 0303 123 1114 Email: ni@ico.org.uk
Post: ICO, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB

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Please note that the above rights are not always absolute and there may be some limitations.

If you want access and or copies of any of your personal data or if you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that Castle Coffee sends you a copy/a third party a copy your relevant personal data in a reusable format please contact me using the listed contact details above.

There is no fee in using any of your above rights, unless your request for access is clearly unfounded or excessive. We also reserve the right to refuse to comply with the request in such circumstances.

Castle Coffee may need to verify your identity if we have reasonable doubts as to who you are. This is another appropriate security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We want the service provided by us to meet your expectations at all times. Please help Castle Coffee by immediately notifying me if there are any changes.

List of Trusted Third-Party Organisations I Use

- Wix and associated apps, networks and available integrations
- Facebook and affiliated social networks such as Instagram
- Google and associated software and social networks such as youTube
- Tide
- PayPal