



Privacy Statement

Sign and Shine collects some personal information from you during the booking process, this document explains why we ask for that information, how we use, manage and protect that information and your rights relating to that information.

What personal data do we hold?

All Participants	Participants paying online	Organisation being invoiced
Name Direct/Personal Email address Address Mobile Phone Number Job Role	Email address and/or home address used for the online payment	Organisation Name Organisation Address Organisation Email Organisation Phone number

Where did we get your data from?

You provided our booking system Bookwhen with all the data, apart from email address used for online payment, which you gave to Paypal or Stripe if you paid online, who then passed it to us within your transaction details.

What is the legal basis and purpose for our holding your personal data?

The personal data we hold and process is necessary for us to complete your booking and give you any further details about the course you have booked.

What we do with your personal information?

We use your information to contact you about the course you have booked, or to invoice you for the course place. We also use it to contact you after the course for information about the course you attended. If you have given us permission we use it to contact you about future courses

Who else do we give access to your information and why?

To facilitate our business operation we need to pass personal information between us and our Booking system and our accounts system. This information is constrained to: Name, Organisation Name, Organisation Email Address and Organisation Address. We also save your information using GDrive.

What we don't do with your personal information

We do not share your personal information with any person or organisation outside Sign and Shine, except for our booking system provider and accounts system provider who has access to support our systems.

How do we protect your information?

We use security software to protect your information and we don't hold any information on paper. We also check that the online systems we use are compliant with GDPR - you can read their privacy policies here

<http://support.bookwhen.com/gdpr/gdpr-data-controller-and-data-processor-responsibilities>

<https://www.paypal.com/gb/webapps/mpp/ua/privacy-full>

<https://stripe.com/gb/privacy>

<https://www.xero.com/uk/about/terms/privacy/>

https://privacy.google.com/businesses/compliance/#?modal_active=none

How long do we keep your personal data?

We will retain your information for 10 years in case you need us to prove that you have completed the course.

What are your personal data rights?

If at any point you believe the personal information we hold on you is incorrect, you want us to correct or delete that information, or you no longer want us to hold that information or contact you, you can exercise your rights under Data Protection Laws.

These rights include:

Right of access,

Right to rectification

Right to erasure

Right to restriction of processing

Right to data portability

Right to object

Please note, we will not be able to delete information that is required to maintain our business purpose.

For more information visit <https://ico.org.uk/>

Who do I contact if I have an issue with my personal information that you may hold?

Please contact Laura on 07305181220 or email laura@signandshine.co.uk

How do I make a complaint about how my personal data is being held or processed?

If you wish to raise a complaint on how we have handled your personal data, you can contact Laura who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO). Their Helpdesk number is 0303 123 1113