

PRIVACY NOTICE

This document describes how and why we collect, store, protect, process and share the data you have given to us.

About us

- El Flaco is the Data Controller. This means it is ultimately responsible for the personal data it holds.

Contact address

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Blackwater Drive

Totton

Southampton

SO40 2GT

[http://www.elflaco.uk@gmail.com](mailto:www.elflaco.uk@gmail.com)

The personal data we will collect

- Clients' name
- Clients' email address
- Clients' telephone number
- Clients' password
- Clients' order history
- Clients' order delivery address

The reason we will process personal data

- For the processing and administration of sales and deliveries
- For the operation of the client loyalty scheme
- To inform clients of offers and discounts

Our legal basis for processing personal data

- The processing of our clients' personal data is carried out as part of the contract they have with us to receive our services (GDPR Article 6(1)(b)).
- The processing of the personal data for the purpose of the loyalty and reward scheme is carried out as a legitimate interest of El Flaco and partner organisations (GDPR Article 6(1)(f)).

Personal data will not be transferred outside of the European Union

Who we'll share personal data with

- Event organisers

The rights of the people whose data we process

- The people whose personal data we are processing have the following rights that are applicable to our business:
 - To be informed – they have a right to be told that we are processing their data. This right however does not apply if they already have the information we are processing or being informed would ‘render impossible or seriously impair’ our purposes for processing it (eg for the recovery of debt)
 - Access – they have a right to confirmation that we are processing their data, a copy of their personal data and other supplementary information
 - Rectification – they have a right to have inaccurate personal data corrected
 - Erasure – they have a right to have their personal data erased, providing there are no reasons for this right not to apply (eg for the establishment, exercise or defence of legal claims)
 - Portability – they have a right to obtain and reuse their personal data for their own purposes across different services
 - To object – they have the right to object to the processing of their personal data in certain circumstances
- If you want exercise any of your rights please contact us at elflco.uk@gmail.com

How long we keep your personal data

- After it has finished the use for which it was being processed (eg as a current or recent client), we destroy personal data 2 years after last use.

How we store and process your data

- Personal data are stored in electronic format and are protected by encryption, anti-hacking and anti-virus technologies.

Complaints

- If you've already told us we need to do something, but we haven't responded in a way that you're satisfied with, you can complain to the Information Commissioner's Office (the ICO), but please give us the chance to put it right first.

- It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF