CUSTOMER PRIVACY NOTICE

WHY SHOULD YOU READ THIS DOCUMENT?

During the course of dealing with The Writer's Journey Limited, we will ask you to provide us with personal Information ('**Your Personal Data**'). This document is important as it allows us to explain to you what we will need to do with Your Personal Data, and the various rights you have in relation to Your Personal Data.

This Privacy Policy describes how your personal information is collected, used, and shared when you visit TheWriter'sJourney.co.uk (the '**Site**').

WHAT DO WE MEAN BY 'YOUR PERSONAL DATA'?

Your Personal Data means any information that describes or relates to your personal circumstances. Your Personal Data may identify you directly, for example, your name, address, date of birth, National Insurance number. Your Personal Data may also identify you indirectly, for example, your employment situation, your physical and mental health history, or any other information that could be associated with your cultural or social identity.

In the context of providing you with assistance in relation to The Writer's Journey Limited Services, Your Personal Data may include:

- Bank account details.

- Title, names, date of birth, gender, nationality, civil/marital status, contact details, addresses and documents that are necessary to verify your identity.

THE BASIS UPON WHICH WE WILL DEAL WITH YOUR PERSONAL DATA

We use the Order Information that we collect generally to fulfil any orders placed through the Site, including processing your payment information and providing you with invoices and/or order confirmations.

Additionally, we use this Order Information to; Communicate with you; Screen our orders for potential risk or fraud; and when in line with the preferences you have shared with us, provide you with information or advertising relating to our services.

When we speak with you about your Manuscripts, including but not limited to; Novels / Novellas / Memoir / Non-Fiction Books / Children's Books / Short Stories, Flash Fiction / Poetry / Cover Letters/ Synopses / Screenplays / PhD dissertation / Master's Thesis / Undergraduate Thesis / Essays / Reports / Proposals / Business plans / Blog posts / Social media posts / Marketing and advertising copy / or other document requirements we do so on the basis that both parties are entering a contract for the supply of services.

In order to perform that contract, and to arrange the products you require, we have the right to use Your Personal Data for the purposes detailed below.

We use the Device Information that we collect to help us screen for potential risk and fraud, in particular, your IP address, and more generally to improve and optimise our Site. for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns.

Alternatively, either in the course of initial discussions with you or when the contract between us has come to an end for whatever reason, we have the right to use Your Personal Data provided it is in our legitimate business interest to do so, and your rights are not affected. For example, we may need to make contact with you to seek feedback on the service you received.

On occasion, we will use Your Personal Data for compliance with any legal or regulatory obligation to which we might be subject. In such circumstances, we would be processing Your Personal Data in order to meet a legal, compliance or other regulatory obligation to which we are subject.

HOW DO WE COLLECT YOUR PERSONAL DATA?

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site and information about how you interact with the Site. We refer to this automatically collected information as '**Device Information**'.

We collect Device Information using the following technologies:

- 'Cookies' are data files that are placed on your device or computer and often include a unique anonymous identifier. For more information about cookies, and how to disable cookies, visit AllAboutCookies.org.

- '**Log files**' track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.

- '**Web beacons**', '**tags**,' and '**pixels**' are electronic files used to record information about how you browse the Site.

Additionally, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information, email address, and phone number. We refer to this information as '**Order Information**'.

When we talk about '**Personal Information**' in this Privacy Policy, we are talking both about Device Information and Order Information.

We will collect and record Your Personal Data from a variety of sources, but mainly directly from you. You will usually provide information during the course of our initial meetings or conversations with you to establish your circumstances and needs and preferences in relation to The Writer's Journey Limited services. You will provide information to us verbally and in writing, including email.

We may also obtain some information from third parties, for example, Facebook, Instagram, and searches of information in the public domain.

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

WHAT HAPPENS TO YOUR PERSONAL DATA WHEN IT IS DISCLOSED TO US?

In the course of handling Your Personal Data, we will:

- Record and store Your Personal Data in our paper files, mobile devices and on our computer systems (websites, email, hard drives, and cloud facilities). This information can only be accessed by employees within The Writer's Journey Limited and only when it is necessary to provide our service to you and to perform any administration tasks associated with or incidental to that service.

- Use Your Personal Data for the purposes of responding to any queries you may have in relation to any The Writer's Journey Limited services that you may choose to purchase, or to inform you of any developments in relation to those services of which we might become aware.

SHARING YOUR PERSONAL DATA

When you purchase a service through The Writer's Journey Limited, Your Personal Data will be stored in our system. We do not share your personal details with any other company without your consent.

If you purchase a service from The Writer's Journey Limited. You give permission for us to use your name and email address so that we can correspond with you for the duration of the purchased service. Your Personal Information is not permitted to be used for any other purpose unless given permission by you.

We use Google Analytics to help us understand how our customers use the Site–you can read more about how Google uses your Personal Information here: Google Privacy and Terms. You can also opt-out of Google Analytics here: Google Analytics Opt-out.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to lawful requests for information we receive, or to protect our rights otherwise.

SECURITY AND RETENTION OF YOUR PERSONAL DATA

Your privacy is important to us, and we will keep Your Personal Data secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard Your Personal Data against it being accessed unlawfully or maliciously by a third-party.

We also expect you to take reasonable steps to safeguard your own privacy when transferring information to us, such as not sending confidential information over unprotected email, ensuring email attachments are password protected or encrypted and only using secure methods of postage when original documentation is being sent to us.

When you place an order through the Site, we will maintain your Personal Data for our records either electronically or in paper format unless and until you ask us to delete this information.

YOUR RIGHTS IN RELATION TO YOUR PERSONAL DATA

You can:

- Request copies of Your Personal Data that is under our control.
- Ask us to explain further how we use Your Personal Data.

- Ask us to correct, delete or require us to restrict or stop using Your Personal Data. Details as to the extent to which we can do this will be provided at the time of any such request.

- Ask us to send an electronic copy of Your Personal Data to another organisation should you wish.

- Change the basis of any consent you may have provided to enable us to market to you in the future, including withdrawing any consent in its entirety.

HOW TO MAKE CONTACT WITH THE WRITER'S JOURNEY LIMITED IN RELATION TO THE USE OF YOUR PERSONAL DATA

If you have any questions or comments about this document or wish to make contact in order to exercise any of your rights set out within it, please see below, or contact us by using the Contact Form.

DANIELLA MAY LITTLE, BA (HONS), MA
COMPANY DIRECTOR
+44 (0)73 0609 2314
DANIELLA@THEWRITERSJOURNEY.CO.UK

If we feel we have a legal right not to deal with your request, or to action it in a different way to how you have requested, we will inform you of this at the time. You should also make contact with us as soon as possible on you becoming aware of any unauthorised disclosure of Your Personal Data, so that we may investigate and fulfil our own regulatory obligations.

If you have any concerns or complaints as to how we have handled Your Personal Data you may lodge a complaint with the UK's data protection regulator, the ICO, who can be contacted through their website at Ico.org.uk Contact Us or by writing to:

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

0303 123 1113
Ico.org.uk

By submitting my information on The Writer's Journey website, I grant The Writer's Journey permission to process my Personal Data for the purpose of marketing.

By providing your consent, you agree that you have given your express permission for us to market you regarding products and services that we think may be of interest to you and by any means of communication that is suitable at the time.

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons. This document was last updated on **Thursday, April 15, 2021**