

# VA with Keira Privacy Notice

## **Our contact details**

Business name: VA with Keira

Business owner: Keira Beard

Address: Southampton, SO19 2HJ

Phone Number: 07784 118499

E-mail: [hello@vawithkeira.co.uk](mailto:hello@vawithkeira.co.uk)

## **What type of information we have**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, email address, contact numbers, and home and/or office address)
- Credit/Debit card information for payments made via telephone.
- Any other information necessary to provide our service.

## **How we get the information and why we have it**

Most of the personal information we process is provided to us directly by you via oral (e.g. telephone) or written (e.g. email) communication. We have this data for the following reasons:

- So that we can contact you to discuss our services and liaise with you for the duration of any work being carried out.
- To be able to keep you updated with relevant changes in our services.
- For invoicing and billing.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Usage data - Our website may make use of statistical tracking analytics, thus we may know the number of times you visit our website, and your approximate geographical location when visiting our website as indicated by your IP address.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Keira Beard at [hello@vawithkeira.co.uk](mailto:hello@vawithkeira.co.uk)

(b) We have a contractual obligation.

## **What we do with the information we have**

We use the information that you have given us in order to

- Provide the agreed-upon service.
- Contact you to discuss our services.
- Liaise with you for the duration of any work being carried out.
- Keep you updated with relevant changes in our services.
- For invoicing and billing.

During the course of providing our services to you, we may require assistance via services provided by third-party companies. Where this is necessary, your details will not be passed

across without your prior consent, and we do our utmost to ensure we use only the most reputable third-party companies whom themselves have privacy notices on their websites in keeping with GDPR regulations.

**We will never pass on your information to a third party without your consent.**

### **How we store your information**

Any and all personal data belonging to you which is in our possession is stored on an encrypted hard drive under password protection. Where third-party storage is used, for example in the case of cloud storage, we are reliant on the security systems in place used by cloud storage companies and cannot be held responsible should a breach occur.

We keep the personal information you share for no more than 60 days after our contract ends. We will then dispose of your information by permanently deleting all records of this information.

### **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 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 information in certain circumstances.

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

**Your right to data portability** - You have the right to ask that we transfer the 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 [hello@vawithkeira.co.uk](mailto:hello@vawithkeira.co.uk) if you wish to make a request.

### **How to complain**

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