

# *Hardela Publications*

## *General Data Protection Regulation – Privacy Notice*

We are writing to you regarding the General Data Protection Regulation (GDPR) which will come into effect on 25 May 2018 and which regulates the collection and use of private data. The Privacy Notice details our practices regarding your personal data and how we will treat it and is set out under the following headings:

- 1. The purpose of this notice*
- 2. About us*
- 3. How we may collect your personal data*
- 4. The kind of information we hold about you*
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### ***1 The purpose of this Notice***

This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR), which comes into force on Friday 25 May 2018

### ***2 About us***

*Hardela Publications* limited ("we", "us", "our" and "ours") is a publishing company based in the UK, company registration number 06406207. Our website [www.hardelabooks.com](http://www.hardelabooks.com) is hosted in the UK by 123-reg ([www.123-reg.co.uk](http://www.123-reg.co.uk)) and uses Google Analytics which stores user information automatically and anonymously (with the data retention period set at the lowest level i.e. 14 months). We use Google to also handle our emails with secure servers located in the USA and compliant with the EU/US *Privacy Shield*. The only data recorded are email addresses, name and

postal address if provided by the customers to fulfil our commercial services and also to comply with the UK accounting and tax requirements.

The data held is strictly confidential and will not be passed to third parties or exploited in any way for commercial or marketing purposes.

Enquiries about data issues should be emailed to the Data Protection Officer at **info@hardelabooks.com** and will be responded to within 14 days.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

Our Data Protection Officer is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data. Should you need to contact him about our Data Protection Policy you can do so using by email: **info@hardelabooks.com**.

### ***3 How we may collect your personal data and***

We obtain personal data about you, for example, when:

- you request to buy books we publish and sell and we deliver them to the postal address given to us by you;
- you contact us by email, telephone, post or
- from third parties and/or publicly available resources (for example from Companies House).

### ***4 The kind of information we hold about you***

The information we hold about you may include the following:

- your personal details (such as your name, email and/or postal address);
- details of any services you have received from us;
- our correspondence and communications with you;
- information about any complaints and enquiries you make to us;
- information we receive from other sources, such as publicly available information.

## ***5 How we use personal data we hold about you***

We may process your personal data for purposes necessary for the performance of our commercial services with you and to comply with our legal and tax obligations.

We may process your personal data for the purposes necessary for the performance of our contract with our clients. This may include processing your personal data where you are a subcontractor, supplier or customer of our client.

We may process your personal data for certain additional purposes with your consent, and in these limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to processing for such specific purposes.

Please note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data.

We do not use your data for marketing purposes.

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected. Should it be necessary to use your personal data for a new purpose, we will notify you and communicate the legal basis which allows us to do so before starting any new processing.

When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided;
- any statutory or legal obligations;
- the purposes for which we originally collected the personal data;
- the lawful grounds on which we based our processing;
- the types of personal data we have collected;
- the amount and categories of your personal data; and

## ***6 Data sharing***

### ***6.1 Why might you share my personal data with third parties?***

We will share your personal data with third parties where we are required by law or where we have another legitimate interest in doing so.

### ***6.1 Which third-party service providers process my personal data?***

“Third parties” includes third-party service providers. The following activities are carried out by third-party service providers: IT and cloud services, Webmaster services, email services, accounting and tax services, administration services and banking services.

All of our third-party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data. We only permit our third-party service providers to process your personal data for specified purposes and in accordance with our instructions.

## ***7 Transferring personal data outside the European Economic Area (EEA)***

We do not transfer your personal data to countries outside the European Economic Area except in relation to email services provider (Google) in the USA and which is compliant with the EU/US Privacy Shield.

## ***8 Data security***

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## ***9 Rights of access, correction, erasure, and restriction***

Under certain circumstances, by law you have the right to request access to, correction and erasure of your personal data. If you want to exercise any of the above rights, please email our Data Protection officer at [info@hardelabooks.com](mailto:info@hardelabooks.com).

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

## ***10 Right to withdraw consent***

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose (for example, to purchase and receive books merchandised by us and deliver them to an address given by you), you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please email our Data Protection officer at [info@hardelabooks.com](mailto:info@hardelabooks.com).

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information (personal data) for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

## ***11 Changes to this privacy notice***

This privacy notice will be posted on our website and updated for any changes.

## ***12 Contact us***

If you have any questions regarding this notice or if you would like to speak to us about the manner in which we process your personal data, please email our Data Protection officer at [info@hardelabooks.com](mailto:info@hardelabooks.com).

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time.

The ICO's contact details are as follows:

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

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website - <https://ico.org.uk/concerns>

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