

## Privacy Policy

### Contact details

Name: Pages of My Life

Address: Windsor, Berkshire, SL4 5PZ

Phone Number: 07908563551

E-mail: [info@pagesofmylife.co.uk](mailto:info@pagesofmylife.co.uk)

Website: [www.pagesofmylife.co.uk](http://www.pagesofmylife.co.uk)

### The type of personal information we collect

We currently collect and process the following information:

- Online identifiers such as IP addresses and cookie identifiers
- Personal details such as name and contact details
- Personal information provided by you relating to your memoirs such as dates of birth, marriage and death, and employment details

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

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- In order to provide quotes and answer queries regarding our services
- To maintain contact with you in order to fulfil our obligations under the terms of service.
- To draft and compile your memoirs into a keepsake as specified under our service contract and as instructed by you, the client.

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

- Produce a keepsake as specified under our terms of service and as instructed by you, the client.
- Notify you of any changes to our terms and conditions
- Notify you of any promotions, offers and/or newsletters (unless you have opted out of this service which you are entitled to do at any time by contacting [info@pagesofmylife.co.uk](mailto:info@pagesofmylife.co.uk)).
- To provide certified reviews to future clients via our website/promotional material.

We may share this information with a third-party book printing company in order to fulfil our obligations under the service contract with you, the client. Details of this third party book printing company and their corresponding privacy policy will be provided in the service contract.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing the above information is:

**a) We have a contractual obligation to you, the client**

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

Your information is securely stored on a password protected laptop at Windsor, Berks SL4 5PZ and via a iCloud storage.

We keep your contact information (such as name, address or email address) for a period of up to 7 years from the date that you have contacted us. We will then dispose of your contact information by deleting any emails/correspondence we have received from you.

We keep hard/soft copies/drafts of your memoirs for a period of up to 5 years from the date of completion. We will then dispose of any copies/drafts we hold either by deleting these at source or shredding them. Please note that if we have produced a physical book (at your request) via our third party printing company, that company may hold virtual/physical copies for longer than this. We will provide details of the third party's contact details and their privacy policy at the time of completion of our services for your information.

Any interviews conducted with you, the client, are temporarily held on a dictaphone and then transferred to a password protected laptop and/or iCloud storage within 24 hours of the interview. Soft copies of these interviews are held for a period of up to 5 years from the date of completion of the project.

## **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 personal 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 personal information in certain circumstances.

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

**Your right to data portability** - You have the right to ask that we transfer the personal 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 in writing.

Please contact us at [info@pagesofmylife.co.uk](mailto:info@pagesofmylife.co.uk) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@pagesofmylife.co.uk](mailto:info@pagesofmylife.co.uk)

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

ICO website: <https://www.ico.org.uk>