

# Toy Toon Customer Privacy Notice

**Registered name:** Toy Toon Limited

We are the controller of your personal data. For more information on controllers and their responsibilities please see our guidance on [data protection principles, definitions, and key terms](#).

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

### Post

Toy Toon, 67 High Street, , ELGIN, Morayshire, IV30 1EE, GB

### Email

[toytoonelgin@gmail.com](mailto:toytoonelgin@gmail.com)

## What information we collect, use, and why

We collect or use the following information to **provide services and goods**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history

- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions)
- Information relating to loyalty programs
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Records of meetings and decisions
- Information relating to compliments or complaints
- Information relating to sponsorship

We also collect or use the following special category information to **provide services and goods**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Purchase or service history
- Video recordings of public areas
- Witness statements and contact details
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Correspondence

## **Lawful bases and data protection rights**

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organization, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## **Our lawful bases for the collection and use of your data**

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We collect information regarding possible food allergens.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We collect information regarding possible food allergens.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

## **Where we get personal information from**

- Directly from you
- CCTV footage or other recordings
- Schools, colleges, universities or other education organisations
- Councils and other public sector organisations

## **Do we use Cookies to collect personal data on you?**

- To provide a better service to you on our website, we use cookies to collect your personal data when you browse. Please see our Cookie policy for more details.

## **Links to other websites**

Our website may contain links to other websites which may be of interest to you or part of the service we provide. If you follow a link, please note that the other website will have its own privacy policy and you should check this before you submit any personal information to that website. We are not responsible for the content of other websites or their use of your personal information.

## **How long we keep information**

Information submitted via website booking. Please see our cookie policy for more details Information kept for 1 year

Contact by email or telephone. Information kept for 1 year

In the course of providing our services. Information is usually kept for 7 years.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

## **Who we share information with Data processors**

## **Fareharbour**

This data processor does the following activities for us: They manage our booking\payment system.

## **Sum up**

This data processor does the following activities for us: They manage our till\payment systems

## **Stripe**

This data processor does the following activities for us: They manage our mobile payment link system.

## **Tide**

This data processor does the following activities for us: They manage our mobile payment link system.

## **Sharing information outside the UK**

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

**Organisation name:** Fareharbour

**Category of recipient:** Online travel booking provider

**Country the personal information is sent to:** Amsterdam

**How the transfer complies with UK data protection law:** The country or sector has been assessed as providing adequate protection to data subjects (also known as Adequacy Regulations or UK data bridge)

## **How do we protect personal data?**

Toy Toon is committed to keeping your personal data safe and secure. To prevent unauthorised access, maintain data accuracy and ensure the correct usage of personal data, we monitor and adjust our physical, electronic and managerial procedures to safeguard and secure the personal data we collect online. Some of the information you provide to us will be transmitted electronically, e.g. information provided via our website or by email. We would remind you that information transmitted via the internet is not completely secure and although we will do our best to protect any information transmitted in this way, we cannot guarantee its complete security.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a data protection complaints to us:

**Email:** [toytoonelgin@gmail.com](mailto:toytoonelgin@gmail.com)

**Post:** 67 High street Elgin IV30 1EE

We do not recommend contacting us through social media avenues regarding Complaints as we cannot assure its security of your information. If you do contact us through social media, we will request that we continue the complaints procedure through other communication methods.

If you choose to File a complaints using the above methods, we will Acknowledge your complaints within 30 days after we receive the complaints. We will respond Via your chosen communications method for raising your complaints (excluding social media methods please see above).

If we have any doubts about the complainant's identity, we may ask for ID or proof of authority if you are complaining on behalf of others.

If we receive a complaints verbally, we will ask for a preferred method of communication for you to receive an acknowledgement and future updates.

We will investigate without undue delay. We may ask you for evidence or supporting information we need to investigate complaints.

We will make an appropriate level of enquiry based on the circumstances of each complaints and keep you informed of our investigation and explain our outcome

We will usually act on requests and provide information free of charge, but may charge a reasonable fee to cover our administrative costs of providing information for

- Baseless or excessive/repeated request
- Or further copies of the same information

If you remain unhappy with how we've used your data after raising a complaints with us, you can also complain to the ICO.

You have the right to complain to the information Commissioners Office (ICO) at any stage of the process.

The ICO is the UK's independent body set up to uphold information rights.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaints>