



Privacy Policy

At St Flour Virtual Services, we take your privacy seriously. We are committed to protecting your privacy and handling your information in a responsible way while you use our website and services.

CONTROLLER

- The controller of your data is St Flour Virtual Services.
Registered address: 50 Minchin Road, Romsey, Hampshire SO51 0BL
Email address: michelle@stflourvs.com

INFORMATION WE COLLECT

- 'Personal data' is information that identifies you. If we've removed your identity (by making the data anonymous), **it won't be classed as personal data**. We might collect, use, store, and share various types of personal data about you as follows:
 - **Identity details** such as first and last name, username or similar identifier, marital status and title, date of birth and gender.
 - **Contact details** such as your billing address and delivery address, email address and telephone number.
 - **Technical information** such as your internet protocol (IP address), your login data, browser type, version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access our website.
 - **Financial information** such as your bank account and payment card details.
 - **Information about transactions** like details about payments to and from you, and other details of products and services you have purchased from us.
 - **Client data** such as data relating to your clients what you pass to us in order for us to provide your services to you.
 - **Usage information** about how you use our website, products and services.
 - **Marketing information** such as your preferences on receiving marketing from both St Flour Virtual Services and third-parties, along with your communication preferences.
- **Aggregated Data:** We may also use the above information, without any of your identifiable details, to produce aggregated data. An example includes statistical or demographic data, that can help us understand our client needs better. We may aggregate usage data to calculate the percentage of users accessing the contact form. If we combine this data with your personal data at any point so you do become identifiable, we treat this as personal data and use this in accordance with this policy.

- **Special Category Data:** We do not collect any special category data about you, such as health data, information about your race, religious beliefs, sex life or sexual orientation, political opinions or trade union memberships, criminal convictions/offences, and your genetic and biometric data.

HOW DATA IS COLLECTED

- We may collect information directly from you in the following situations:
 - When you complete new client booking forms
 - When you fill out forms prior to or during an appointment
 - During verbal discussions with us
 - When you correspond with us by mail, phone, email, or other means
 - When you apply for our services or products
 - When you subscribe to our services, newsletters, or publications
 - When you request to receive marketing communications
 - When you provide feedback or otherwise contact us
- We may also receive data from third-parties such as:
 - Online virtual assistant directories where you have posted your interest in virtual assistant services.
 - Third parties who refer you to us, such as fellow virtual assistants or previous clients.
 - Technical information from Analytics providers such as Google.
 - Advertising and social media networks such as Instagram, Facebook.
 - Search information provides such as Google.
 - Publicly available sources, such as Companies House and the Electoral Register.

COOKIES

- Cookies help make our website work better for you, remembering your preferences and improving your experience. You can control cookie settings in your browser. Cookies make your browsing experience on our site as smooth as possible, because they remember your preferences.
- Our website uses cookies to distinguish you from other users of our website. Please refer to our Cookie Policy learn more.

DISCLOSURE OF YOUR INFORMATION

- We will not disclose your personal information to any third parties.

ACCESS TO INFORMATION

- You have the right under the Data Protection Act 2018 to access the information which we hold about you. If you wish to exercise this right, please send your request to michelle@stflourvs.com