



## Privacy Policy

### Millmead Business - Focus & Thrive

We are committed to protecting your privacy and ensuring that your personal data is handled safely and responsibly. This Privacy Statement outlines how we collect, use, and safeguard your personal data when you visit our website or use our services.

Millmead Business acts as the data controller for your personal data. If you have any questions about this Privacy Statement or our data practices, you can contact us at [paige@millmeadbusiness.co.uk](mailto:paige@millmeadbusiness.co.uk)

#### **Personal Data We Collect**

When you visit our website or use our services, we may collect the following types of personal data:

##### 1. Information You Provide to Us:

- Contact Information: Name, email address, telephone number.
- Payment Information: Billing address, payment card details (processed by our payment processors Square or Stripe - view their privacy policy here [🌐 Privacy Policy](#) ).

##### 2. Information We Collect Automatically:

- Device Information: IP address, browser type, operating system, time zone, and cookie information.
- Usage Data: Information about your interactions with our website, including pages visited, links clicked, and other actions taken.

##### 3. Information from Third Parties:

- We may receive information about you from third-party services such as social media platforms, advertising networks, and analytics providers.

## **How We Use Your Personal Data**

We use your personal data for the following purposes:

1. To Provide and Improve Our Services:

- Process your registrations and transactions.
- Provide the subscription services and delivery.
- Manage your account and provide customer support.
- Personalise your experience on our website.

2. To Communicate with You:

- Send you updates, newsletters, and promotional materials.
- Communications regarding your subscription and billing.
- Respond to your inquiries and provide information about our services.

3. For Legal and Security Purposes:

- Detect, prevent, and address fraud or other illegal activities.
- Comply with legal obligations and protect our rights and the rights of others.

## **Legal Bases for Processing**

We process your personal data based on the following legal grounds:

1. Performance of a Contract: To fulfil our contractual obligations to you, such as processing your orders and providing our services.
2. Legitimate Interests: To improve our services, communicate with you, and ensure the security of our website.
3. Consent: For sending you marketing communications and other purposes for which we obtain your consent.
4. Legal Obligations: To comply with applicable laws and regulations.

## **Your Rights**

Under the UK GDPR, you have the following rights regarding your personal data:

1. Right to Access: You can request a copy of the personal data we hold about you.

2. Right to Rectification: You can request corrections to any inaccurate or incomplete personal data.
3. Right to Erasure: You can request the deletion of your personal data under certain circumstances.
4. Right to Restrict Processing: You can request the restriction of processing of your personal data in certain situations.
5. Right to Data Portability: You can request to receive your personal data in a structured, commonly used, and machine-readable format.
6. Right to Object: You can object to the processing of your personal data for direct marketing purposes or based on our legitimate interests.
7. Rights in Relation to Automated Decision-Making and Profiling: You have the right not to be subject to automated decisions that produce legal effects concerning you or significantly affect you.

To exercise any of these rights, please contact us at [paige@millmeadbusiness.co.uk](mailto:paige@millmeadbusiness.co.uk)

### **Data Security**

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. However, no internet transmission is completely secure, and we cannot guarantee the absolute security of your data.

### **Data Retention**

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements.

### **Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to read the privacy statements of any linked websites.

### **Changes to This Privacy Statement**

We may update this Privacy Statement from time to time to reflect changes in our practices or legal requirements. Any changes will be posted on this page with an updated revision date. We encourage you to review this Privacy Statement periodically.