

Mikapen Limited t/a Penguin Potters customer privacy notice

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

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Contact details

Telephone: 07797 775 739

Email: penguinpotters@gmail.com

What information we collect, use, and why

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

- Names and contact details
- Addresses
- Purchase or account history

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

- Names and contact details
- Address
- Account information

Lawful bases and data protection rights

Under Jersey data protection law 2018 (DPJL 2018), we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the Jersey GDPR. You can find out more about lawful bases on the JOIC’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 JOIC’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.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **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.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

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:

- 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.

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

- 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.

Where we get personal information from

- Directly from you

How long we keep information

We keep your information for 24 months after you last ordered from us.

Who we share information with

Others we share personal information with

- From time to time we may publicly share photos of a product that we have sold to you on our website, social media or other marketing and information media.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

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

The JOIC's address:

Jersey Office for the Information Commissioner
2nd Floor
5 Castle Street,

St Helier
Jersey
JE23BT

Helpline number: 01534 716530

Website: <https://jerseyoic.org/>

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