

Wine Cottage Ltd. Privacy Notice

Our contact details

Name: Wine Cottage Ltd.

Address: 8A Whitehall Farm Lane, Virginia Water, GU25 4DA

Phone Number: N/A

E-mail: admin@winecottage.co.uk

What type of information we have

We currently collect and process the following information:

- Customers' personal identifiers, contacts and characteristics (for example, name, surname, email address)
- Postal address when required
- Business partners'/suppliers' contact details

How we get the 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:

- communication with customers regarding their booking and identification of customers at the event, in order to provide the paid for service (wine tasting experience)
- customers' address is only collected in the event of customers making an order for a home delivery
- Third party companies such as Stripe who process card payments may collect customers' name and address in order to take payment for any tickets purchased through our website www.winecottage.co.uk.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) We have a contractual obligation.

(b) We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to enable booking of your experience and identification of customers to provide the paid for service and/or goods.

We will not share this information with any organisation or private individuals within or outside of the UK.

How we store your information

Your information is securely stored within the password protected email account of admin@winecottage.co.uk.

The information of guests who have successfully attended their experience will be destroyed by deleting all email communication with that guest at least every 3 years. The retention period is justified due to experience of instances of some guests forgetting that they have attended the event and asking to attend the event again using the same voucher, so a point of reference is required as proof that the voucher had already been used. Additionally, only name and surname of one guest per booking is stored in the document which outlines bookings and reservations.

Customers' address is only collected in the event of customers making an order for a home delivery and this is deleted within one month from the order being delivered.

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 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 information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the 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.

Please contact us at admin@winecottage.co.uk if you wish to make a request.

How to complain

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