

## **Privacy Policy**

### **Privacy Notice**

This is the privacy notice of Dandelion Cotton Ltd In this document, "we", "our", or "us" refer to Dandelion Cotton Ltd

The company registration number is 12867867 registered in England and Wales. Our registered office is at; Flat 3, 15 Penn Hill, Yeovil, BA20 1SF.

#### Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.

2. We take seriously the protection of your privacy and confidentiality. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

3. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).

4. The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org)

### **The bases on which we process information about you**

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant, then we shall immediately stop processing your data.

If the basis changes then if required by law, we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

## **1. Information we process because we have a contractual obligation with you**

If you contract a service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- 1.1. verify your identity for security purposes
- 1.2. provide you with our services

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

## **2. Information we process with your consent**

Through certain actions where there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including employment or sub-contract opportunities our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information. For example when you sign a new contract you are agreeing to me using all information that you have provided us with.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

If you have given us explicit permission to do so, we may pass your name and contact information to selected associates, to facilitate our contractual obligation to yourselves.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists. You may withdraw your consent at any time by instructing us at [info@tmbusiness-solutions.co.uk](mailto:info@tmbusiness-solutions.co.uk) However, if you do so, you may have to supply your information again if you wish to avail of our services.

## **3. Information we process for the purposes of legitimate interests**

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm

For example we may process your data on this basis

- record-keeping for the proper and necessary administration of Dandelion Cotton.
- responding to unsolicited communication from you to which we believe you would expect a response.
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk.
- protecting your interests where we believe we have a duty to do so

#### **4. Information we process because we have a legal obligation**

We are subject to the law like everyone else. Sometimes, we must process your information to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

### **Specific uses of information you provide to us**

#### **5. Information about your direct debit**

When you agree to set up a direct debit arrangement, the information you give to us is passed to our own bank Starling for processing according to our instructions.

We keep this information only for the duration of the direct debit arrangement. We are registered under the direct debit guarantee scheme. This provides for the customer's bank to refund disputed payments without question, pending further investigation. Direct debits can only be set up for payments to beneficiaries that are approved originators of direct debits. In order to be approved, these beneficiaries are subjected to careful vetting procedures. Once approved, they are required to give indemnity guarantees through their banks.

#### **6. Job application and employment and work opportunities**

If you send us information in connection with a job application or work opportunity, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, or offer sub-contractual opportunities, we collect information about you and your work from time to time throughout the period of your employment or contract. This information will be used only for purposes directly relevant to your time with Dandelion Cotton. After your employment or sub-contract has ended, we will keep your file for six years before destroying or deleting it.

## **7. Complaining**

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint.

## **Access to your own information**

### **9. Access to your personal information**

9.1. To obtain a copy of any information that is not provided on our website you may send us a request at [info@dandelioncotton.co.uk](mailto:info@dandelioncotton.co.uk)

9.2. After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

### **10. Removal of your information**

If you wish us to remove personally identifiable information from our website, you may contact us at [info@dandelioncotton.co.uk](mailto:info@dandelioncotton.co.uk)

### **11. How you can complain**

11.1. If you are not happy with our privacy policy or if have any complaint, then you should tell us by email. Our address is [info@dandelioncotton.co.uk](mailto:info@dandelioncotton.co.uk)

11.2. If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

11.3. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

### **12. Retention period for personal data**

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

12.1. to provide you with the services you have requested;

12.2. to comply with other law, including for the period demanded by our tax authorities;

12.3. to support a claim or defence in court.

### **13. Compliance with the law**

Our privacy policy has been compiled to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

**14. Review of this privacy policy** We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.