

PRIVACY NOTICE

Lil & Kate London LTD respects your privacy and seeks to protect your personal data. The following information describes how we gather and use data. The amount of information we hold on you and how it is used depends on your relationship with us and on what service you use, so some of the sections below may not be relevant to you.

We keep to a minimum the amount of information we hold about you.

We use your data to respond to your enquiries about our services and send you other useful information (the lawful basis for this is "legitimate interest") and to provide our services to you (the lawful basis for this is "Performance of a contract").

We delete your data when it is no longer needed.

We apply appropriate security mechanisms to protect your personal data.

For the definition of terms used within this Privacy Notice refer to the ICO website or look at the General Data Protection Regulation ("GDPR"). We suggest you start with the ICO website.

We are happy to answer any questions you have about this Privacy Notice. Contact us via email on privacy@lilandkatelondon.com

What personal data do we collect and why?

WHEN YOU VISIT OUR WEBSITE

We do not currently collect data from our website.

WHEN YOU USE OUR SERVICES

We collect and update information about users of our services. We may obtain this information via direct contact with you, from third parties such as Film Studios or automatically via your use of our services.

This information may include your contact details, registration and payment details, support problems, details around booking requirements and certain relevant details of your preferences.

We also collect and use your information to administer, support, improve and obtain feedback on our services and to detect and prevent faults, breaches of our network security, the law or our contract terms. We may contact you to obtain feedback on that service and any improvements we could make to it.

We may share this data with appropriate hotels, agencies or other accommodation related service suppliers.

Our lawful basis for collecting this data is Article 6(1)b – necessary for the purposes of contract

WHEN YOU CONTACT US

We collect your contact information and use it to respond to your question/request. We keep this information on our database and may use it to periodically inform you of additional useful information. We may also inform you of other related events, publications or services unless you have requested that we do not do so.

Our lawful basis for collecting this data is Article 6(1)f – necessary to meet our legitimate interest.

WHEN YOU APPLY FOR A VACANT POSITION

We will collect your name, address, contact details and any other data you supply to us via your CV. We may also subsequently collect proof of ID, references and right to work documentation.

Our lawful basis for collecting this data is Article 6(1)b – necessary for the purposes of contract

How do we process your data?

AUTOMATED DECISION MAKING

We do not process any data using automated means.

ACCESS TO YOUR DATA

We apply role based access to all of our core business systems. This means we work on a 'need to know' principle and only enable access for those within our organisation who have a legitimate business reason to access your data.

PROTECTING YOUR IDENTITY

In some cases, it may be appropriate to protect your data using pseudonymisation or anonymisation techniques. If this is something you require please contact us in advance of sharing your data.

Whom do we share your data with?

We work with various partners and associates in the provision of our services.

We will provide you with details of which organisations will be involved as part of the agreement with you regarding the provision of any of our services. We will also discuss and agree on any specific security requirements you may have during the provision of our services.

All other third parties we use – including those who provide email and storage solutions used in our day to day work – are selected for, and monitored on, how they meet the requirements of current UK data protection legislation and the requirements of GDPR.

Where this includes storage or processing of information outside of the European Economic Area (EEA), we include checks to ensure that compliance with the appropriate frameworks for exchange of personal data (such as the EU-US Privacy Shield) or model contract clauses are in place.

Exemptions to the above are where we are asked to provide information as a result of a court order or to recover monies due. We do not share your personal data with anyone else and we NEVER sell personal data.

How long do we keep your data?

Financial Information	7 Years	Financial transactions between us might include some personal data. We are required to keep this information for the current financial year plus an additional six years.
Service Information	10 years	We may store your information in its databases, such as its customer relationship database, for reference. The information may be retained and used us to answer queries or resolve problems, provide improved and new services and any data retention requirements of the law. This means we may retain information after an individual ceases to use our services.
Recruitment Information	6 months	Any CVs and associated documentation collected from unsuccessful candidates will be deleted after 6 months in line with any agency contracts we may have.
Legal information		In certain circumstances the law, authorities or regulatory bodies require us to retain data for longer.

Your rights regarding our use of your personal data

RIGHT TO ACCESS YOUR DATA

You can review data we hold by contacting us directly at privacy@lilandkatelondon.com We will respond to any request to access your personal data as soon as possible, but certainly within 30 days.

RIGHT TO CORRECT DATA

If any of the data we hold on you is inaccurate you have the right to have it corrected.

RIGHT TO ERASE DATA

In certain circumstances and in particular when your data is no longer necessary for processing you will have the right to have it deleted. We will respond to any request to delete your personal data as soon as possible, but certainly within 30 days.

RIGHT TO RESTRICT USE OF YOUR DATA

If you have a concern you can prevent us from processing your data whilst ensuring that it is not deleted for future reference

RIGHT TO PORT YOUR DATA

You have the right to have your data provided in electronic format for use with another service provider

RIGHT TO OBJECT TO OUR PROCESSING

Where we are relying on legitimate interest as our lawful basis you can object to the processing in some instances. Where we rely on consent you can withdraw your consent at any time.

You have an absolute right to object to our processing your data for direct marketing purposes.

RIGHT TO COMPLAIN

Should you feel that you need to complain about how we are handling your personal data, please email us at privacy@lilandkatelondon.com. Your ultimate point of contact for all data protection matters in the UK is the Information Commissioner's Office. See the Contact us page on the ICO website.

Cookies/Software agents

"Cookies" are pieces of software, which may be sent and recorded on your computer. These cookies enable us to collect information about how our websites and services are being used and to manage them more efficiently. Until you have registered on our website, the cookie will only track general usage patterns and technical information about your computer type and will not be used to identify you individually. After registration, cookies will be used to collect information on you to facilitate your website experience.

You can turn off the ability to receive cookies by adjusting the browser on your computer but you should note that if you do so, this may materially distort the quality of service and data you receive. Cookies are not used to collect your personal information. Cookies are also used as a site security method to stop abuse of our subscriber service.

Security

We have developed strict policies governing information technology. These cover areas such as access control, authentication, audit, monitoring, alarms, data storage and back up and transmission standards and environment integrity.

We will use reasonable endeavours to install and have appropriate security measures in place in our facilities to protect against the loss, misuse or alteration of information that we have collected from you at our website.

We use industry standard encryption systems on all devices including laptops, tablets and mobile phones to ensure your personal data including payment details are sent and stored in a secure format.

As an additional security precaution, we do not store any credit card details on our systems.

What if this privacy notice changes?

If changes to our Data Protection Policy (and hence this Privacy Notice) include any significantly different use of your personal data, we will let you know and give you the option to agree to the new use.

Questions

If you have any questions about our privacy/data protection policy or the use of data in a particular service, you should email us at privacy@lilandkatelondon.com