

Privacy Policy & Cookies

Introduction

Luca's Cakes is committed to ensuring that your privacy is protected. This Privacy Notice explains the types of personal data we may collect about you when you contact or interact with us. It also explains how we will store and handle that data and keep it safe.

It's likely that we'll need to update this Privacy Notice from time to time. You are welcome to come back and check it on our website whenever you wish.

If you have any questions regarding this policy, please contact us by email at lucascakes@yahoo.co.uk or my post at

Luca's Cakes
10 Ariel Close
Colchester
Essex
Co4 3sj

When do we collect your personal data

We collect personal data from a number of sources including

- Our website contact
- Emails you might send us
- Wedding exhibitions, and events,
- Referrals from existing clients, other organisations and wedding planners

What sort of personal data do we collect

The personal data we collect is limited to the level we need to deliver our services and is made up of some or all of the following:

- Name
- Email address
- Phone number
- Contact address
- Dietary requirements (for training and to make sure we complete your order)

How and why do we use your personal data

Your personal data is used to ensure the services we deliver are suitable and appropriate and any data collected is only used to administer and deliver those services.

- To respond to your queries.
- To inform you of any offers, competitions we might be running.
- To propose, quote, design, deliver, invoice and get feedback on our professional services.
- To process any orders that you make by using our website.
- To send you communications required by law or which are necessary to inform you about our changes to the services we provide you (e.g. updates to this Privacy Notice).
- To comply with our contractual or legal obligations to share data with law enforcement.

We will never collect sensitive information about you without your consent. We may contact you by telephone, post or email.

How we protect your personal data

We use a number of Apple products which have data encryption and are password protected and the privacy notice can be seen using the following link <https://www.apple.com/uk/legal/privacy/en-ww/>

We build and maintain our website using Vistaprint . You can see their privacy policy on this link <https://www.vistaprint.co.uk/customer-care/cookies-and-privacy.aspx>

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage, however, transmission of information via the internet is not completely secure. We will use reasonable endeavours to protect your personal data but we cannot guarantee the security of it.

Links to other websites:

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

How long will we keep your personal data

Whenever we collect or process your personal data, we'll only keep it for as long as is operationally valuable and for as long as necessary to fulfil your order, usually for a period of 3 years. However, I may also be required to retain this information to comply with my legal and regulatory obligations i.e. in accordance with HMRC requirements and FSA (Food Standards Agency) regulations. Personal information is securely disposed of by means of shredding (printed files/documents) and deletion (electronic files).

Who do we share your personal data with

We do not share personal data with any third parties or bodies, organisations. We will not sell or rent your information to third parties.

Your rights

You have the right to request and receive a copy of the personal information I hold about you by email at lucascakes@yahoo.co.uk or by post at Luca's Cakes 10 Ariel Close Colchester Essex Co4 3sj .

I will provide this information within 21 days of date of request. You also have the right to request that your data is deleted and should do so by emailing in the same way. Please bear in mind that certain information does need to be retained for a certain period time to fulfil legal and regulatory requirement .

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at lucascakes@yahoo.co.uk or by post at Luca's Cakes 10 Ariel Close Colchester Essex Co4 3sj .

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Use of 'cookies'

Our website, like many other websites, uses cookies. 'Cookies' are small pieces of information sent to your computer and stored on your hard drive to allow our website to recognise you when you visit. The cookies collect statistical data about your browsing actions and patterns but do not identify you as an individual. We use this information to improve the website experience. It is possible to switch off cookies by changing your browser preferences.

We use cookies to personalise content and ads, to provide social media features and to analyse our traffic.

We also share information about your use of our site with our social media, advertising and analytics partners who may combine it with other information that you've provided to them or that they've collected from your use of their services. You consent to our cookies if you continue to use our website.

We use the following cookies:

- **Necessary cookies** help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.
- **Statistic cookies** help website owners to understand how visitors interact with websites by collecting and reporting information anonymously.
- **Marketing cookies** are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers.
- **Unclassified cookies** are cookies that we are in the process of classifying, together with the providers of individual cookies.