

# Dolphin HR Ltd. Privacy Policy

## Contact details

Name: Katie Murray  
Address: Union House, 111 New Union Street, Coventry, CV1 2NT  
Phone Number: +44 7879 445 383  
E-mail: [hello@KatieJoCopywriting.co.uk](mailto:hello@KatieJoCopywriting.co.uk)\*  
Website: [www.KatieJoCopywriting.co.uk](http://www.KatieJoCopywriting.co.uk)\*

\*Katie Jo Copywriting is a trading name of Dolphin HR Ltd.

Date of policy: 17 November 2023

Updates to policy: Any updates to this policy will be notified via email and the latest version will be available at: [www.KatieJoCopywriting.co.uk/privacy-policy](http://www.KatieJoCopywriting.co.uk/privacy-policy)

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, email address, contact telephone number, position title)
- Financial data (for example bank account and payment card details)
- Identification data (for example customer number or username)
- Employee data (for example salary details, tax codes, emergency contact information)
- Website user statistics (for example IP addresses and cookie identifiers)

## How we get the personal 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:

- You requested access to download templates or other resources
- We've exchanged messages or calls relating to the purchase, or potential purchase, of a product or service

- For taking payments for purchases or making payments to suppliers
- To ensure we are able to meet our legislative requirements as an employer

We also receive personal information indirectly, from the following sources in the following scenarios:

- Data reports from third-parties (for example Google analytics) relating to website usage

We use the information that you have given us to:

- provide you with services you have requested or where you have expressed an interest
- answer questions you've raised
- process payments
- provide you with access to systems/folders relevant to your purchase
- provide relevant support as an employer

We may share this information with relevant third-party contacts to support the delivery of your products/services (for example, associate copywriters, payment processors such as Stripe, HMRC, payroll provider).

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

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting [hello@KatieJoCopywriting.co.uk](mailto:hello@KatieJoCopywriting.co.uk) or writing to Katie Murray at Dolphin HR Ltd.
- b) We have a contractual obligation.
- c) We have a legal obligation.
- d) We have a legitimate interest.

## **How we store your personal information**

Your information is securely stored.

We keep all personal, identification and employee data for a period of six months after the delivery of your last project/contact (unless statutory requirements mean it must be stored longer).

We will then dispose of your information by deleting all personal identifiers and information from relevant records and documents from our live systems (electronic and paper-based). We may still retain anonymised data for the purposes of tracking internal measures over time.

Financial data will be stored while payments are being made/taken after which time they will be deleted after a period of six months, unless there is a statutory requirement to retain it for longer.

Any personal information gathered as part of website user statistics will be for six months after which time it will be anonymised.

## **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 personal 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 personal information in certain circumstances.

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

**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, 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 [hello@KatieJoCopywriting.co.uk](mailto:hello@KatieJoCopywriting.co.uk) or writing to Dolphin HR Ltd., Union House, 111 New Union Street, Coventry, CV1 2NT if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [hello@KatieJoCopywriting.co.uk](mailto:hello@KatieJoCopywriting.co.uk) or writing to Katie Murray, Dolphin HR Ltd., Union House, 111 New Union Street, Coventry, CV1 2NT.

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

ICO website: <https://www.ico.org.uk>