

RSHE Service Privacy Policy

Our contact details

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What we collect

We currently collect and process the following information:

- Name
- Contact information including email
- Organisation details

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:

- Enquiry about services
- Making bookings
- Request to join mailing list

We use the information that you have given for the following purpose:

- Internal record keeping.
- To provide you with services.
- To provide you with updates and information on services.

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

- Your consent. You are able to remove your consent at any time. You can do this by contacting hello@rsheservice.co.uk
- We have a contractual obligation.

Security

Your information is securely stored. We have in place systems to prevent unauthorised access or disclosure of your data.

We keep name and email for as long as needed to provide services. We will then dispose of your information.

Controlling your personal information

If you would like to restrict the collection or use of your personal information, please email: hello@rsheservice.co.uk

You may request details of personal information we hold about you. If you would like a copy of the information held on you, please email: hello@rsheservice.co.uk

If you believe any of the information we hold about you is incorrect please email us on the email above and we will correct.

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@rsheservice.co.uk if you wish to make a request.

Cookies

Cookies are small files containing information which are downloaded to your device when you visit a website. Cookies are sent back to the originating website when you re-visit or to another website that recognise the cookie.

You can find out more about cookies here <https://allaboutcookies.org>

Cookies help you to navigate between pages efficiently and generally improve the user experience. They also help to identify adverts that are relevant to you.

Cookies used:

| Cookie name | Purpose | Duration | Cookie type |
|-------------|------------------------------------|-----------|-------------|
| XSRF-TOKEN | Used for security reasons | Session | Essential |
| hs | Used for security reasons | Session | Essential |
| svSession | Used in connection with user login | 12 months | Essential |

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|-------------------|--|------------|------------|
| SSR-caching | Used to indicate the system from which the site was rendered | 1 minute | Essential |
| _wixCIDX | Used for system monitoring/debugging | 3 months | Essential |
| _wix_browser_sess | Used for system monitoring/debugging | Session | Essential |
| consent-policy | Used for cookie banner parameters | 12 months | Essential |
| smSession | Used to identify logged in site members | Session | Essential |
| TS* | Used for security and anti-fraud reasons | Session | Essential |
| bSession | Used for system effectiveness measurement | 30 minutes | Essential |
| fedops.logger.X | Used for stability/effectiveness measurement | 12 months | Essential |
| wixLanguage | Used on multilingual websites to save user language preference | 12 months | Functional |

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@rsheservice.co.uk

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>