

## **SidLife Privacy Policy**

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

### **Topics:**

What data do we collect?

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### **What data do we collect?**

SidLife only collects data if you fill in one of our website contact forms or email us direct. Under those circumstances, we collect the following data:

- Personal identification information (Name, email address, phone number, etc.)

### **How do we collect your data?**

You directly provide SidLife with the data we collect. We collect data and process data when you:

- Register online, fill in an online contact form, email us direct, or place an order for any of our services.
- Voluntarily complete a customer survey or provide feedback on any of our social media / website message boards / blogs or via email.
- Use or view our website via your browser's cookies.

### **How will we use your data?**

SidLife only collects your data so that we can:

- Carry out work commissioned by you, answer any enquiries / questions you may have and manage your account, if applicable.

**SidLife will not share your data with any third parties and we will not send you any unsolicited emails.**

### **How do we store your data?**

Any data collected is securely stored on a password protected secure computer and Wix.com secured online portal.

SidLife will keep any personal contact information indefinitely unless you instruct us otherwise. You have the right to be forgotten and, on request, we will permanently delete all data we hold about you.

## **Marketing**

SidLife will not send you any unsolicited emails or marketing materials, or share your contact details with any third parties. Our website is advertising-free so no data is collected for these purposes.

## **What are your data protection rights?**

SidLife would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** – You have the right to request that SidLife correct any information you believe is inaccurate. You also have the right to request SidLife to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that SidLife erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that SidLife restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to SidLife's processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that SidLife transfer the data that we have collected to another organisation, or directly to you, under certain conditions. If you make a request, we have one month to respond to you.

If you would like to exercise any of these rights, please contact us at:

Email: [enquiries@sidlife.uk](mailto:enquiries@sidlife.uk)

Telephone: 01395 515142

Write to us: SidLife, Culver House, Vicarage Road, Sidmouth, Devon, EX10 8UF.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology. For further information, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

### **How do we use cookies?**

SidLife uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in where applicable.
- Understanding how you use our website.

### **What types of cookies do we use?**

There are a number of different types of cookies, however, our website uses:

- **Functionality** – SidLife uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

### **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function well as a result.

### **Privacy policies of other websites**

The SidLife website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their own privacy policy.

### **Changes to our privacy policy**

SidLife keeps its privacy policy up-to-date and makes any adjustments when necessary. This privacy policy was last updated on 22 July 2024.

### **How to contact us**

If you have any questions about SidLife's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: [enquiries@sidlife.uk](mailto:enquiries@sidlife.uk)

Telephone: 01395 515142

Write to us: SidLife, Culver House, Vicarage Road, Sidmouth, Devon, EX10 8UF.

### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that SidLife has not addressed your concern in a satisfactory manner, you may contact the **Information Commissioner's Office** at <https://ico.org.uk/global/contact-us/>

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow  
Cheshire  
SK9 5AF

ICO's Helpline Number: 0303 123 1113