



## GDPR Privacy Policy

### Privacy notice and consent

This notice explains how information about you is collected and used.

We take your privacy very seriously and we ask that you read this policy carefully as it contains important information on:

- the personal information we collect about you
- what we do with your information, and
- who your information might be shared with.

### Who we are

Guernsey Self Store is the trading name of Mayfield Investments Limited ('we' or 'us') are a 'data controller' for the purposes of the Data Protection Act 1998. This means we are responsible for, and control the processing of, your personal information. The person responsible for how we handle personal information is [Nicholas Blakely](#).

### Personal information provided by you

We collect personal information about you (such as your name, postal address, email address, phone numbers) when you request information from us, which may be email, over the phone or face to face. Our website also uses cookies (see "Use of cookies" section below) and collects IP addresses numbers that can uniquely identify a device connected to the internet).

### Personal information provided by third parties

Occasionally we may receive information about you from other sources (such as credit reference agencies), which we will add to the information we already hold about you which may help us improve and personalise our service to you.

### Personal information about other individuals

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data;
- receive on his/her behalf any data protection notices; and
- give consent to the transfer of his/her personal data abroad.

### Sensitive personal information

We will not usually ask you to provide sensitive personal information. We will only ask you to provide sensitive personal information if we need to for a specific reason, for example, if we believe you are having difficulty dealing with your account due to illness. If we request such information, we will explain why we are requesting it and how we intend to use it.

### Children

We do not knowingly collect personal data relating to persons under the age of 16. If you are a parent or guardian of a child under the age of 16 and think that we may have information relating to that child, please contact us at the address above. We will ask you to prove your relationship to the child but if you do so you may (subject to applicable law) request access to and deletion of that child's personal data.

## **How do we collect information from you?**

We gather information directly from you, via our website and mobile applications or 'Apps' and other technical systems. If you visit our storage facilities, some personal data may be collected from monitoring devices and systems such as closed-circuit TV (CCTV) and door entry systems.

We may monitor and record communications with you (such as telephone conversations and emails). We may do this for a few reasons, such as to check the quality of our customer service, for training purposes, to prevent fraud or to make sure we are complying with legal requirements.

## **How will we use the information about you?**

We collect information about you for several reasons.

So that we can take steps to enter into a contract with you and provide services to you once that contract is in place, we collect personal information to:

- identify you and manage any accounts you hold with us;
- contact you for reasons related to the service you have signed up for or to provide information you have requested;
- deal with payment for our services;
- notify you of any changes to our website or to our services that may affect you;
- resolve disputes or collect overdue payments;

We also collect personal information to comply with our legal obligations, for example to comply with anti-money laundering and counter-terrorist financing requirements.

So that we can make sure we give a high-quality service, we collect personal information to:

- conduct research and analyse website visitor behaviour patterns;
- customise our website and its content to your preferences;
- improve our services;
- detect and prevent fraud;
- carry out security vetting;
- prevent offensive, inappropriate or objectionable content being sent to or posted on our sites or to stop any other form of disruptive behaviour; and
- If you agree, we will contact you to let you know about other products or services that may be of interest to you see 'Marketing' section below.

If we propose to use your information for any other uses, we will ensure that we notify you first. If we need your consent to use your information for these other purposes, we will give you the opportunity to opt in or to refuse. If you opt in, you will be able to opt out at any time.

## **Marketing**

We may contact you by post, email, telephone, text message about products and services, competitions surveys and special offers which we think may be of interest to you. We will ask whether you would like us to send you marketing messages by asking you to tick the relevant boxes when you complete our online enquiry form, come to our storage facility to sign a storage agreement or provide us with your contact details through another means

If you have consented to such receive marketing from us, you can opt out at any time.

See 'What rights do you have?' below for further information.

## **When will we contact you?**

We may contact you to let you know about any changes to the service you have signed up for or to provide information you have requested. Where you have opted to receive further information from us, we will invite you to participate in surveys about our services (but it is your choice if you wish to take part) and we will contact you for marketing purposes. You can tell us to stop contacting you for marketing at any time – see the section on your rights below. If you ask us to stop contacting you, you can also ask us to start again at any time.

## **When will we contact any other person about you?**

If you provide us with details of any other person we can contact to discuss your account, we may contact that person and discuss and share the details of your account with that person and deal with that person in relation to your account as if that person was you. We may particularly want to do this if we are unable to get in touch with you for any reason. If you change your mind, you can email or write to us and have this person taken off your account as an alternate contact person (see 'How can you contact us?' below).

## **Who your information might be shared with**

We may disclose your personal data to:

- service providers under contract with us to support our business operations, such as payment processing, fraud prevention, debt collection, technology services and credit reference agents;
- our insurers and insurance brokers if you take out insurance cover through us;
- trade associations of which we are a member;
- law enforcement or government agencies in connection with any investigation to help prevent or detect unlawful activity;
- our business partners in accordance with the 'Marketing' section above;
- any person or agency if we need to share that information to comply with the law or to enforce any agreement we may have with you or to protect the health and safety of any person;
- any person who you have named as a person we can contact to discuss your account;
- any person who is your agent or representative, such as the holder of a power of attorney, a legal guardian or person administering a will;
- any person who we are negotiating with as a potential buyer of our business or property or if we are proposing to merge our business with another business

If we pass data on to insurers, they may enter your data onto a register of claims which is shared with other insurers to prevent fraudulent claims. If we use an outside party to process your information, we will require them to comply with our instructions in connection with the services they provide for us and not for their own business purposes.

## **Keeping your data secure**

We will use technical and organisational measures to safeguard your personal data, for example:

- we store your personal data on a protected database;
- and payment details are processed through an encrypted website.

We have strict security and confidentiality procedures covering the storage and disclosure of your information in order to keep it safe and to prevent unauthorised access. We only allow certain authorised employees to have access to your personal information who need to use it to fulfil their job responsibilities. These employees are trained in the proper handling of customer information. Employees who do not comply with our internal rules are subject to our usual disciplinary procedures.

While we will use all reasonable efforts to keep your personal data safe, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any concerns about your information, please contact us (see 'How can you contact us?' below).

## **What can I do to keep my information safe?**

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org).

## **How long do we keep your personal information?**

We will hold your personal information on our system for as long as is necessary for the service you have requested or for the length of time set out in any contract between us, unless you have told us you want us to remove us from the system (see section "Right to be forgotten" below).

## **What rights do you have?**

### **Right to request a copy of your information**

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or all of it, please:

- email, call or write to us (see 'How to contact us?' below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of, including any account or reference numbers, if you have them

We will not charge any fee for this service in most cases.

### **Right to correct any mistakes in your information**

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

- email, call or write to us (see 'How can you contact us?' below)
- let us have enough information to identify you (e.g. account number, user name, registration details), and
- let us know what information is incorrect and what it should be replaced with

### **Right to ask us to stop contacting you with direct marketing**

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- email, call or write to us (see 'How can you contact us?' below). You can also click on the 'unsubscribe' button at the bottom of any email newsletter we may send you. It may take up to 10 days for this to take place.
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone)

### **Right to be forgotten**

You can ask us to delete the data we hold about you in certain circumstances. You can do this if it is no longer necessary for us to hold the data for the purpose it was collected (for example if you are no longer a customer), or if we are using it without your consent or you asked us to delete it to comply with any of your legal obligations. You can also do this if you originally gave your consent to us using your information and you want to change your mind, if you would like to do this, please:

- email, call or write to us (see 'How to contact us?' below).
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know why you would like us to delete your data from our systems.

We will take steps to make sure the information is deleted from our systems and by any people who are processing your information for us unless we are required to retain the information for legal reasons.

### **How to contact us**

Please contact us if you have any questions about this privacy policy or the information we hold about you.

If you wish to contact us, please send an email to [space@guernseystore.com](mailto:space@guernseystore.com).

You can also write to us at the address at the top of this document or telephone (01481) 700077.

### **Changes to the privacy policy**

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access our website.

# Website Cookie Policy

Our website [www.guernseystore.com](http://www.guernseystore.com) is hosted by 123Reg [<https://www.123-reg.co.uk>]

## Use of cookies

A cookie is a small text file which is placed onto your device when you access our website. We use cookies on this website and occasionally other online tracking devices such as web beacons, action tags, Local Shared Objects ('Flash cookies') and single-pixel gifs on this website to:

- obtain information about your preferences, online movements and use of the internet;
- carry out research and statistical analysis to help improve our content, products and services and to help us better understand our visitors and customers' requirements and interests;
- target our marketing and advertising campaigns more effectively by providing interest-based advertisements that are personalised to your interests; and
- make your online experience more efficient and enjoyable.

The information we obtain from our use of cookies will not usually contain your personal data. Although we may obtain information about your device such as your IP address, your browser and/or other internet log information, this will not usually identify you personally. In certain circumstances we may collect personal information about you — but only where you voluntarily provide it (e.g. by completing our online enquiry form)

In most cases we will need your consent in order to use cookies on this website. The exception is where the cookie is essential in order for us to provide you with a service you have requested

## Consent

If you visit our website when your browser is set to accept cookies, we will interpret this as an indication that you consent to our use of cookies and other similar technologies as described in this website cookie policy. If you change your mind in the future about letting us use cookies, you can modify the settings of your browser to reject cookies or disable cookies completely

**Google Analytics** is a web analytics service provided by Google Inc. which uses cookies to show us how visitors found and explored our site, and how we can enhance their experience. It provides us with the number of visitors we've had and information about their behaviour (e.g. how long they stayed on the site, the average number of pages viewed)

## How to turn off cookies

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to the Information Commissioner's webpage on cookies:

<https://ico.org.uk/for-the-public/online/cookies/>

## Third-party cookies

We work with third party suppliers who may also set cookies on our website, for example Facebook, Twitter, YouTube and Adobe Flashplayer which we use to display video content. These third-party suppliers are responsible for the cookies they set on our site. If you want further information, please go to the website for the relevant third party. You will find additional information in the table below.



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[www.guernseystore.com](http://www.guernseystore.com)