



Privacy Policy

Data protection is a high priority for Amy Roberts Weddings. This Privacy Policy sets out the basis on which the personal data collected from you, or that you will provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat.

The processing of personal data, such as the name, address, e-mail address, or telephone number of a data subject shall always be in line with the General Data Protection Regulation (GDPR), and in accordance with the country-specific data protection regulations applicable to Amy Roberts Weddings

What information is being collected?

We collect a variety of information before, during and after you book with Amy Roberts Weddings and use any of our services. This includes:

- Names, Addresses and Contact Information of the person(s) placing an order with us.
- Names, Addresses and Contact Information of the person(s) using our services.
- Details and notes taken throughout a service provided to help us remember conversations during and details of your service.

If you email us or send us messages via social media, these messages are stored within our email system or social media accounts. These messages are stored for as long as practicable to allow us to provide you with better future services.

Who is collecting the data?

This data is being collected by Amy Roberts Weddings. We use password protected data management software to hold our data.

How is it being collected?

The majority of our data is collected directly from you. Whether you fill out a form for us online, or tell us face to face, via the telephone, via e-mail or message. In some cases, a third party may give data to us. This includes if somebody purchases a service for you – they will usually provide us with your name and details to allow us to process their order, and provide our service to you.

Why is it being collected?

Most of the data we collect is solely for the purpose of providing you with a service you have ordered, or had ordered for you. Some of the data we collect is to help provide you with a better customer service experience. We are required by law to collect and store certain information relating to any order you place with us.

How will it be used?

The data we collect will be only be used by Amy Roberts Weddings, this is to enable us to provide our services and products to you. Contact data (e-mail addresses) may be used to send you direct offers from Amy Roberts Weddings about upcoming promotions or newsletters. These can be unsubscribed from at any time. Amy Roberts Weddings may internally analyse data for business and forecast purposes.

Who will it be shared with?

We take your privacy very seriously. We do not sell your data to third party organisations. There are a few scenarios where some of your data may be shared with third parties to allow us to provide our services to you. These include:

- Delivery and Postage Service Providers to allow us to send you documentation. (Information shared includes name, address and in some case e-mail address / mobile number)
- Suppliers booked through Amy Roberts Weddings (Information shared includes your name, e-mail address and in some case address / mobile number)
- Law Enforcement and Legal Requirements – we will provide data to law enforcement agencies if issued with a Court Order to do so.

How will this affect you?

Amy Roberts Weddings collects, stores and processes your data in such a way that it should have no negative effect on you as an individual.

How long is the data stored?

Most data collected is stored indefinitely. This is too allow us to provide a better service to you as a customer in the event that you contact us again in the future. We are legally obliged to store some data for a minimum amount of time, for example tax records, sale order records, payment records etc.

Access to stored data.

If you have any questions about the data we hold about you, please feel free to contact us. As well as trying to help you directly, you may request a copy of any data we store about you – and we will comply with any requests as per the guidance of the Information Commissioner's Office.

More information.

If you would like any clarification on how we collect, store or process your data – please contact us directly.

If you would like further information on the legal guidelines we operate within, or have any concerns about how we use your data, please check the ICO's website at <https://ico.org.uk>

Our Details

This business is owned and operated by Amy Roberts, trading as Amy Roberts Weddings.

Our principal place of business is at: 21, Isherwoods Way, Wem, Shropshire SY4 5FA

You can contact us in writing to the above address, or by email to enquiries@amyrobertsweddings.co.uk