

Introduction

Global Cake Toppers take your privacy seriously. It is important that you know exactly what we do with personal information that you and others provide to us, why we gather it and what it means to you.

This document is being provided to you in line with our obligations under the General Data Protection Regulation (GDPR), which will come into force on 25 May 2018. From that date, the GDPR, together with applicable Irish requirements, will amend existing data protection law and place enhanced accountability and transparency obligations on organisations when using your information. The GDPR will also introduce changes which will give you greater control over your personal information, including a right to object to processing of your personal information where that processing is carried out for our business purposes.

Please take time to read this notice carefully. If you are under 16 years of age, please read this summary with a parent or guardian and ensure you understand it. If you have any questions about how we use your information, please contact our Data Protection Officer at the details below.

This summary explains the most important aspects of how we use your information and what rights you have in relation to your personal information.

Who we are

Throughout this document, “we”, “us”, “our” and “ours” refer to Global Cake Toppers company. Global Cake Toppers is a small Sole Trader company based in Dublin, Ireland.

The information we collect about you

There are a number of reasons for gathering information about you. For instance, we need to know how to get in touch with you if you have ordered our products and contacts us to enquire about our products, we need to be certain of your identity and we need to understand your financial circumstances, so we can offer you products and services and give you the best possible customer experience. The information we collect falls into various categories.

➤ Identity & contact information

- Name
- Email
- Phone no
- Address details
- Paypal email address (in case customer intends to pay for the products and services using Paypail).

➤ Information you provide us about others or others provide us about you

- If you give us information about someone else (for example, if you are ordering a product or service for someone else from the friends or family) we assume before you disclose information to us about another person, you are sure that you have their agreement to do so.

- You should also show them this Data Privacy Notice. You need to ensure they confirm that they know you are sharing their personal information with us for the purposes described in this Data Privacy Notice.

The information we collect about you

The primary reason for gathering information about you is that we need to know how to get in touch with you about your order of our products and services. We often need detailed information about the kind of products you want us to make for you. We also need your address details so that we can deliver our products and services to you using third party courier services. We only collect Identify and contact information that includes the following

- Name
- Email
- Phone no
- Address details
- Paypal Email address (only if the payment option is Paypal and to send an invoice to this email address using Paypal)

When and how we collect information about you

- We receive your email address when you enquire with us about the products and services we offer using our Contact Us Form or through email.
- We receive your Name, Email, Phone no, Address details and Paypal email address (only if paypal is the payment method) when you order any product or service with us using our Order Form.

How we use your information

- We use your email address only to get in touch with you or reply to your queries/questions on your existing order or your query. We will never contact you for marketing our products and services regardless whether you have placed an order with us or not.
- We use your contact information to deliver our products and services using 3rd party Courier services.
- Once the product is delivered, all the emails containing your personal information will be deleted from our email server. We may still need to retain the order details that may hold your Name and contact information on our cloud hosted secure servers to comply with regulatory and legal requirements

Who we share your information with

We do not share personal information we collect from you outside Global Cake Toppers.

As we are an online shop, we need to arrange product delivery to your shipping address using 3rd party Courier Service. We provide Name, address and other contact information like phone and email to book a delivery of products with this third party Courier service.

How long we hold your information

Once the product is delivered to you using 3rd party courier services we will delete your personal and contact information from our mail systems. However we will still need to retain the original order form details as an evidence of the transaction to comply with legal and regulatory requirements. The order transaction will be securely stored on cloud hosted servers managed by 3rd party company Guru.

Implications of not providing information

Sharing information with us is in both your interest and ours. We need your information in order to deliver a product that matches your requirement. We use contact information only to communicate with you regarding your existing order and to deliver the product to you using 3rd party courier service. You can choose not to share information, but doing so may limit the services we are able to provide to you.

Processing your information outside the EEA

The information you share with us is stored on the servers provided by UK based Cloud hosting company Guru. The email servers are also hosted by Guru which is a part of UKDedicated Ltd. For more information about the data centre where the data is stored please click below link

<https://www.guru.co.uk/about/technology/datacentre>

We may use 3rd party courier services to deliver the products to a delivery address specified by you in order form or using any other communication channel like email or telephone. We need provide the customer's name along with phone, email and address while booking a delivery service. Although the courier service may be based in Ireland, we cannot be absolutely sure about the location of their data centre for storing the information.

How to exercise your information rights (including the right to object)

Providing and holding personal information comes with significant rights on your part and significant obligations on ours. You have several rights in relation to how we use your information. If you make your request electronically, we will, where possible, provide the relevant information electronically unless you ask us otherwise:

You have the right to:

- Find out if we use your information, to access your information and to receive copies of the information we have about you.
- Request that inaccurate information is corrected and incomplete information updated.
- Object to particular uses of your personal data where the legal basis for our use of your data is our legitimate business interests (for example, address details for delivering product using 3rd party courier services). However, doing so may have an impact on the services and products we can / are willing to provide.

- Have your data deleted or its use restricted – you have a right to this under certain circumstances. For ex. if you cancel the order, we will delete all the personal information about you and the order and confirm back to you. You may also request us through Email/Phone/Letter to delete the information we hold on our secure systems.
- We are obliged to respond without undue delay. In most instances, we will respond within 7 working days. If we are unable to deal with your request fully within 7 working days (due to the complexity or number of requests), we may extend this period by a further 15 working days. Should this be necessary, we will explain the reasons why. If you make your request electronically, we will, where possible, provide the relevant information electronically unless you ask us otherwise

You have the right to complain to the Data Protection Commission or another supervisory authority. You can contact the Office of the Data Protection Commissioner at <https://www.dataprotection.ie/docs/Contact-us/b/11.html>

Telephone:

+353 (0)761 104 800 or Lo Call Number 1890 252 231

Fax: +353 57 868 4757

E-mail: info@dataprotection.ie

Postal Address:

Data Protection Commission, Canal House, Station Road,
Portarlington, R32 AP23, Co. Laois
Third-Party processors

How to contact us if you have any questions about how your personal data is gathered, stored, shared or used, or if you wish to exercise any of your data rights, please contact us using any of the below options:

Telephone: +353 086 0682622

E-mail: info@globalcaketoppers.com

Postal Address: 3 Knocklyon Court, Dublin 16