

PRIVACY POLICY

Last updated: 28 January 2023

As the operators of the www.helenamallinsonproofreader.co.uk ("Website"), Helena Mallinson Proofreader ("We", "Us") of 17 Woodhall Close, Cuckfield, West Sussex, RH17 5HJ is committed to protecting and respecting your privacy. This Privacy and Cookies Policy (together with and any other documents referred to therein) sets out the basis on which the personal data collected from you, or that you 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 it.

For the purpose of the General Data Protection Regulation ("GDPR", from the GDPR implementation date) or, until GDPR implementation date, the Data Protection Act 1998, (collectively the "Data Protection Laws") the Helena Mallinson Proofreader.

I am a registered sole trader operating as Helena Mallinson Proofreader.

This policy explains how I protect and use the information you give me when you use this website, when you contact me and when you send me files to edit or proofread.

If I ask you to provide information, I will use it only in the ways stated in this policy.

What personal data I collect and when

If you contact me by email, I collect the following information:

- your name
- your email address
- any information included in your email signature
- any information you choose to provide about your enquiry (for example, word count, the nature of your project).

If you contact me by phone or text, I collect your phone number.

If you book in a project with me, I may collect your postal address to use on my invoice. I will also collect any information I need to provide the service you have asked for. This includes any files you send me to work on.

If you use my website, I collect information using cookies. A cookie is a small file placed on your computer's hard drive when you use my website. It enables my website to identify your computer as you view different pages on my website.

The only way in which I use cookies is for web analytics, specifically:

- Google Analytics
- Wix

Cookies do not give me access to your computer or any information about you that you do not openly share with me.

Information About Our Use Of Cookies And IP Address

We may collect information about your mobile phone, computer or other device from which you access the Website including where available your IP address, operating system and browser type, for systems administration and to report aggregate information to third parties affiliates. This is statistical data about our users' browsing actions and patterns, and does not identify any individual. We may, however, use such information in conjunction with the data We have about you in order to track your usage of our services.

Our Website uses cookies to distinguish you from other users of our Website. This helps Us to provide you with a good experience when you browse our Website and also allows Us to improve the Website. By using our Website you agree to our use of cookies as more specifically set out below.

A cookie is a small file of letters and numbers that We store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

The cookies We use include:

- "Analytical" cookies. They allow Us to recognise and count the number of visitors and to see how visitors move around the Website when they are using it. This helps Us to improve the way our Website works, for example, by ensuring that users are finding what they are looking for easily.
- "Strictly necessary" cookies. These are cookies that are required for the operation of our Website. They include, for example, cookies that enable you to log into secure areas of our Website, use a shopping cart or make use of e-billing services.
- "Functionality" cookies. These are used to recognise you when you return to our Website. This enables Us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- "Targeting" cookies. These cookies record your visit to our Website, the pages you have visited and the links you have followed to our affiliates websites. We will use this information to make our Website, offers e-mailed to you and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Please note that third parties affiliates may also use cookies, over which We have no control.

You may block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of the Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon as you visit our Website.

To learn more about cookies, visit [All About Cookies](#).

How I use your personal data

I use the personal data I collect as follows:

- To contact you about your enquiry or project.
- For my accounting processes (for example, to send invoices), and to keep to my tax authority's (HMRCs) requirements.
- To enable certain functions on my website (for example, to collect statistics about the number of visitors).

I will never share your information with anyone else unless you give me permission in writing to do so, or I have to do so by law.

The only times I will use your personal data for marketing or promotion purposes are:

- to publish a testimonial you have written on my website, directory entries and social media accounts
- to mention the name of your organisation in my directory entries.

If I would like to do this, I will always get your permission in writing first. I will never publish your personal information without your permission.

If you have contacted me about a project and I cannot fit it in, I may offer to help you find someone else who is available. As part of this process I may offer to pass your information to a colleague. I will always get your permission first.

How I store and protect your data

The personal information I collect from you is stored on the following platforms:

- Wix. This is my website host. It is password-protected and has SSL-certification (https) to provide an extra layer of security. You can access Wix's privacy policy [here](#).
- Gmail. This is my email provider, where I keep the emails we have exchanged. My account is password-protected. You can access Google's privacy policy [here](#).

I also store and protect your personal information and files in the following ways:

PRIVACY POLICY

Last updated: 28 January 2023

- Microsoft OneDrive. This is my cloud-based file-management system, which I access using my password-protected computer and pin-protected mobile device. Nobody else has access to these devices. I use OneDrive to store the files you send me for proofreading, and the files related to that work (for example, invoices and style sheets). You can access Microsoft's privacy policy [here](#).
- Dropbox. This is my alternative cloud-based file management system, which is accessed via my password-protected computer. I only use Dropbox if you have asked me to. You can access Dropbox's privacy policy [here](#).

If you do not want me to keep your information and files in a cloud storage system, please let me know. I will be happy to keep your information on my computer's hard drive instead.

I have taken steps to protect the security of information on my mobile device and computer.

Controlling how I use your information

You can use your web browser's cookie settings to determine how my website uses cookies. If you do not want my website to store cookies on your computer or device, you can amend your settings.

You can ask me to delete your files and any information I hold about you at any time. As long as I'm keeping to the law, I will do this straight away.

How long I will keep your data for

Because I work with many of my clients more than once, I do not delete your data unless you ask me to. This helps me to provide the best service I can to you.

HMRC requires me to keep records for 'at least 5 years after the 31 January submission deadline of the relevant tax year'. See [How long to keep your records](#). Because of this, I keep your data on invoices and my accounts for 7 years.

Please ask if you want me to delete or amend your records and files. As long as I'm keeping to the law, I will do this straight away.

Links from my website

Please note that I have no control of websites outside the helenamallinsonproofreader.co.uk domain. If you provide information to a website I have linked to, I am not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.

Confidentiality and privacy

I will keep your documents completely confidential and will sign a non-disclosure agreement if necessary.

Contact me

If you have any questions, you are welcome to email me at helena@helenamallinsonproofreader.co.uk.