

Eyfoh Publishing Privacy Policy

Our contact details

Email: privacy@eyfoh-publishing.co.uk

The type of personal information we collect and how we get it

We currently collect and process the following information:

- If you only visit our website without making a purchase or sending us a message, we do not collect any information about you.
 - Our website provider, Netlify, may store access logs (which includes your IP address) for up to 30 days.
- If you send us a message, either via our website, or directly via email, we will collect any information you send us - this is typically your name, email address, and the contents of your message.
 - Our website provider, Netlify, will temporarily process any information you enter into the form. We routinely delete this information from Netlify after it gets forwarded to our email provider.
 - Our email provider, Zoho Mail, will store any information you enter into the form on our behalf. Zoho Mail will not do anything with this information other than store it for us, and will not retain it after we stop using its services.
- If you make a purchase via email or on our website, we will collect any information you give us - this is typically your name, email address, postal address, phone number, and the contents of your order.
 - If you choose to pay with Stripe, our payment provider, Stripe will have access to any details you enter at the payment stage. This typically includes your name, contact details and payment details.
 - We will store your name and the details of your order in our book-keeping solution, Zoho Books. Zoho Books will not do anything with this information other than store it for us, and will not retain it after we stop using its services.
 - If you have placed an order for books printed by Amazon, we

will transmit your name and postal address to Amazon so they can ship your parcel to you.

- If you have placed an order for items printed by Prodigy, we will transmit your name and postal address to Prodigy so they can ship your parcel to you.

Why we collect your information and what we do with it

We use the information that you have given us in order to deal with your email queries and or/process your orders (as applicable to you). If you send us a message via the webform, this will be processed by Netlify and sent to our email provider, Zoho Mail. If you are placing an order, we may need to share your information with Stripe (our payment provider), our suppliers (currently Amazon for print books and Prodigy for other print items), and Zoho Books (our book-keeping partner).

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are contractual obligation (if you place an order or request an estimate from us), and legitimate interest (to process your query and maintain a relationship with you as a customer or business contact if you send us a message).

If you send us a message using the webform, these privacy policies from our partners may be relevant:

- You can find Netlify's Privacy Policy [here](#), and their commitment to data protection statement [here](#). Netlify will only have access to your name, email address and message content if you enter these into the webform. (There isn't a section specifically relevant to you.)
- You can find Zoho Mail's Privacy Policy [here](#). Zoho Mail will only have access to your name, email address and message content if you have entered these into the webform. The key point is that information remains under our control, and Zoho Mail will not retain the information for more than 6 months after we stop using their services. (In Zoho's Privacy Policy, we are called the 'controller', and the information pertaining to you, our customer, is called 'service data'. The section relevant to you is part II.)

If you place an order with us, these privacy policies from our partners may be relevant:

- You can find Zoho Books' Privacy Policy [here](#). Zoho books will only have information about you if you have placed an order with us or asked us for an estimate. The key point is that information remains under our control, and Zoho Books will not retain the information for more than 6 months after we stop using their services. (In Zoho's Privacy Policy, we are called the 'controller', and the information pertaining to you, our customer, is called 'service data'. The section relevant to you is part II.)
- You can find Amazon's Privacy Policy [here](#). Amazon will only have access to your name and postal address if it is required in order to

fulfil your order, and only in relation to the specific order pertaining to shipping any books you have asked us to print & ship to you. (There isn't a section in their policy specifically relevant to you. Bear in mind that most of the information Amazon lists as collecting, it will be unable to collect about you: we will only provide your name and postal address for shipping purposes.)

- You can find Prodigy's Privacy Policy [here](#). Prodigy will only have access to your name and postal address if it is required in order to fulfil your order, and only in relation to the specific order pertaining to shipping any items you have asked us to print & ship to you. (In Prodigy's Privacy Policy, we are called the 'Merchant', and you, our customer, will be called 'Customer'.)
- You can find Stripe's Privacy Policy [here](#). Stripe will only have access to your name, contact details and card details if you choose to pay with Stripe and enter them at the payment stage. (In Stripe's Privacy Policy, we are called a 'Business User' and you, our customer, will be called 'End Customer'. The section relevant to you is part 1.2.)

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances. This also applies to your data held by our partners, Zoho Books, Stripe, Amazon and Prodigy. Please let us know if you would like your data erased from one of these services and we will get in touch with them on your behalf.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at privacy@eyfoh-publishing.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at data-protection@eyfoh-publishing.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>