

WEBSITE PRIVACY POLICY

We ask that you read this website privacy policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

This website privacy policy is divided into the following sections:

- Who we are
- Our website
- Our collection and use of your personal information
- Transfer of your information out of the UK and EEA
- Cookies and similar technologies
- Marketing
- Your rights
- Keeping your personal information secure
- How to complain
- Changes to this website privacy policy
- How to contact us
- Do you need extra help?

Who we are

This website is operated by Layla Parsons Ltd trading as NW3 Speech Studio. We are a company registered in England and Wales under company number 09855874 of registered address 17 Spedan Close, London NW3 7XF.

We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union and the United Kingdom and we are responsible as 'controller' of that personal information for the purposes of those laws.

Our website

This privacy policy relates to your use of our website, www.nw3speechstudio.com

Throughout our website we may link to other websites owned and operated by certain trusted third parties. These other third-party websites may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to these other third-party websites, please consult their privacy policies as appropriate.

Our collection and use of your personal information

We collect personal information about you when you access our website, register with us, contact us, send us feedback, purchase products or services via our website, post material to our website and complete customer surveys or participate in competitions via our website (if applicable).

We collect this personal information from you either directly, such as when you contact us or purchase products or services via our website or indirectly, such as your browsing activity while on our website (see 'Cookies' below).

The personal information we collect about you depends on the particular activities carried out through our website. This information may, depending on your choices to interact with it, include:

- your name, address and contact details
- date of birth
- details of any feedback you give us by phone, email, post or via social media
- information about the services we provide to you
- your account details, such as username, login details
- Any other personal information relating to purchasing a product online.

We use this personal information to:

- create and manage your account with us
- verify your identity

- provide goods and services to you
- customise our website and its content to your particular preferences
- notify you of any changes to our website or to our services that may affect you
- improve our services

This website is not intended for use by children (persons under the age of 18 years) and we do not knowingly collect or use personal information relating to children.

Our legal basis for processing your personal information

When we use your personal information, we are required to have a legal basis for doing so. There are various different legal bases on which we may rely, depending on what personal information we process and why.

The legal bases we may rely on include:

- **consent:** where you have given us clear consent for us to process your personal information for a specific purpose
- **contract:** where our use of your personal information is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract
- **legal obligation:** where our use of your personal information is necessary for us to comply with the law (not including contractual obligations)
- **vital interests:** where our use of your personal information is necessary to protect you or someone else's life
- **public task:** where our use of your personal information is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law
- **legitimate interests:** where our use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal information which overrides our legitimate interests)

Further information—the personal information we collect, when and how we use it

For further details on when we collect personal information, what we collect as well as how we use it, please read the following sections:

When information is collected	What information we ask for	How and why we use your information
When you register with us	Contact details: <i>your name and email address</i>	<p>We ask for this:</p> <ul style="list-style-type: none"> — to create and manage your account with us — to communicate with you about your account or order or enquiry <p>We rely on contract and/or consent as the lawful basis for collecting and using your personal information.</p> <p>We will keep this information until:</p> <ul style="list-style-type: none"> — you close your account with us — we close your account <p>-6 Years after we do business with you because of potential liability purposes</p>

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Whether information has to be provided by you, and if so why

We may require you to provide name, address, email address, delivery address etc to enable us to provide the services you have purchased or ordered from us. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

The impact of our use of your personal information

We may store it for liability purposes and/or tax but will not share it with 3rd parties unless by legal obligation.

Transfer of your information out of the UK and EEA

We will not transfer your personal information to countries located outside the United Kingdom (UK) and European Economic Area (EEA) unless by prior consent- for example we are working with a client who has sister companies abroad or a contract with a country abroad.

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Cookies and other tracking technologies

A cookie is a small text file which is placed onto your device (eg computer, smartphone or other electronic device) when you use our website. We use cookies on our website. These help us recognise you and your device and store some information about your preferences or past actions.

For further information on cookies and our use of them, when we will request your consent before placing them and how to disable them, please see our Cookie Policy.

Marketing

We would like to send you information about us that may be of interest to you. Where we have your consent or it is in our legitimate interests to do so, we may do this by post, email, telephone, text message (SMS) or automated call.

We will only ask whether you would like us and other businesses to send you marketing messages when you tick the relevant boxes when you consent either verbally or in writing to be referred to those other services that may assist you.

If you have previously agreed to being contacted in this way, you can unsubscribe at any time by:

—contacting us at layla@nw3speechstudio.com

—using the 'unsubscribe' link in emails or 'STOP' number in texts

It may take up to 7 days for this to take place.

For more information on your rights in relation to marketing, see 'Your rights' below.

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used, and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to our Data Protection Officer **Layla Parsons at Layla@nw3speechstudio.com**
- let us have enough information to identify you

- 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 to which your request relates including any account or reference numbers, if you have them

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

[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. Get Safe Online is supported by HM Government and leading businesses.]

How to complain

We hope that our Data Protection Officer can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you the right to lodge a complaint with a supervisory authority, in particular in a European Economic Area state or in the United Kingdom if you work, normally live or if any alleged infringement of data protection laws occurred in the relevant state. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/>

Changes to this website privacy policy

This website privacy policy was published on 19.11.2020 and last updated on 17.11.2021

We may change this website privacy policy from time to time, check here for updates

How to contact us

Please contact our Data Protection Officer, if you have any questions about this privacy notice or the information, we hold about you.

If you wish to contact our Data Protection Officer, please send an email to layla@nw3speechstudio.com or write to our company address supplied above.