

## **Privacy Policy - Data Protection and Cookies**

We take your privacy seriously and take care to protect your data.

This is our Privacy Policy, which aims to protect the confidentiality of the details you give us.

We try to keep to a minimum the information we have. This minimises the risk to you.

So we only seek information that enables us to provide you with goods and services (such as books and talks) that you request from us. We may also need this information to meet our legal, regulatory and accounting obligations and may need to provide details to our professional advisers. For this reason, we may need that information for six years (or as required to meet those obligations). We won't pass on or sell your details to any other companies for marketing.

In general, the only data we see, need or use will be names and addresses.

If you contact us by email with any other questions or comments you must be over 18. We will assume that you are happy ('consent') for us to reply and to keep a record.

Our website doesn't use cookies that track your data or information and we won't send you unsolicited advertising. That is why you won't see a 'cookie consent' pop-up appearing when you visit our site.

If you order from us through Amazon, your details are stored in Amazon's software. (Amazon has its own Privacy Policy, available on the Amazon website.) We print names and addresses only to use on the packaging for orders we send out. We don't keep soft or hard copies outside Amazon's software unless needed to meet our legal, regulatory or compliance obligations ('legal obligation').

If you contact us via our website, we will use your name and email address in correspondence with you and may keep hard and soft copies of the correspondence. If you ask us for goods and services (such as books and talks) then we will also keep your delivery address and payment details (to fulfil our contract with you and our own accounting and tax obligations). Again, we will only pass on these details if required to by law or to enable us to obtain legal, regulatory or accounting advice (known as our 'legitimate interest').

We do not send out mass marketing emails. We don't expect you will need to send us any sensitive confidential information. Like all internet communications, our email service cannot be guaranteed to be secure.

You have a legal right to see the information we hold about you (known as a 'Subject Access Request') and to ask us to delete your information (or to correct it or to stop using it). We expect to be able to respond to these requests quickly (within a maximum of 7 days). So please do get in touch if you would like to make a request about your data - or if you have any questions about our policy on privacy, data protection and cookies. You can reach us at:  
hello@allyouneedtoknowaboutthecity.co.uk.