

Privacy policy

This privacy policy explains how Tate & Clayburn uses the personal data it collects from you when you use this website (tateandclayburn.co.uk). It is part of our terms of service.

Who we are and how you can contact us

Tate & Clayburn is a trading name of The Proofreading Company Limited, a company registered in England and Wales under company number 08290302 at 34b York Way, London, N1 9AB, United Kingdom.

You can contact Tate & Clayburn at info@tateandclayburn.co.uk. The directors act as data protection officers and can assist you with any questions or concerns you may have regarding your data.

Details of how we use your data

You directly provide us with most of the data we collect.

| When we collect, process and store your data | What we use the data for | What data we collect, process and store for this purpose | Our legal basis for doing this |
|--|--|--|---|
| When you make an enquiry about one of our services, e.g. by requesting a quote | To process and respond to your enquiry | <p>Personal identification information (which may include your name, email address, phone number and organisation)</p> <p>Details about the nature and content of your enquiry, such as which service(s) you are interested in and your requirements</p> <p>Any personal data or documents you provide for the specific purpose of your enquiry</p> <p>Personal identification information (which may include your name, email address, phone number and organisation)</p> | We need to do this because you have asked us to make preparations for entering into a potential contract with you (whether or not we end up doing so). |

| When we collect, process and store your data | What we use the data for | What data we collect, process and store for this purpose | Our legal basis for doing this |
|---|--|---|---|
| | To send you information about our business and services from time to time (unless you opt out of this) | Personal identification information (which may include your name, email address, phone number and organisation) | You have given us your consent to do this. You can withdraw your consent at any time by writing to us using the contact details above or by clicking on the unsubscribe link in the relevant communications. |
| When you place an order for any of our services | To process your order, deliver our services and invoice you for our work | <p>Personal identification information (which may include your name, email address, phone number and organisation)</p> <p>Details about the nature and content of your order, such as which service(s) you are interested in, your requirements and how much you paid/will pay for our services</p> <p>Any personal data or documents you provide for the specific purpose of your enquiry</p> <p>Your billing information, such as how you prefer to pay us and how to invoice you</p> | We need to do this to fulfil the terms of our contract with you (whether or not we end up doing so). |
| | To anticipate your requirements if you decide to work with us again in future | <p>Personal identification information (which may include your name, email address, phone number and organisation)</p> <p>Details about the nature and content of your enquiry, such as which service(s) you were interested in in the past and your specific requirements</p> | We consider this to be within our legitimate interests . |
| | To send you information about our business and services from time to time (unless you opt out of this) | Personal identification information (which may include your name, email address, phone number and organisation) | You have given us your consent to do this. You can withdraw your consent at any time by writing to us using the contact details above or clicking on the unsubscribe link in the relevant communications. |
| When you voluntarily complete a customer survey or provide feedback via email | To learn about demand for our services and similar services and to improve our services | <p>Personal identification information (name, email address, phone number, organisation) if you provide this as part of the process and agree to our using it</p> <p>The content of your feedback</p> | We consider this to be within our legitimate interests . |

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| When you voluntarily complete a customer survey or provide feedback via email | To communicate with you about our services, if you have given us consent to do so | Personal identification information (name, email address, phone number, organisation) if you provide this as part of the process and agree to our using it The content of your feedback | You have given us your consent to do this. You can withdraw your consent at any time by writing to us using the contact details above. |
| When you use or view our website, via your browser's cookies, if you consent to this | To improve your experience of our website, including by understanding how you use the website | See Cookies below | You have given us your consent to do this. You can withdraw your consent at any time by disabling cookies in your browser (see How to manage or disable cookies below). |
| When you apply to work with us | To process your application | Personal identification information (which may include your name, email address, phone number and organisation) Your CV and links to any professional profiles that you provide Any sample work you do for us as part of the application process Any other information you provide about your professional experience, specialisms, work-related preferences and availability | You have asked us to make preparations for entering into a potential contract with you (whether or not we end up doing so). |
| When you ask us not to contact you for a specific purpose or purposes | To refrain from contacting you for the specified purpose(s) | Your contact details | It is our legal obligation to ensure that we do not contact you if you have asked us not to. |

How we store your data

We securely store your data on one or several of our online systems:

- Google Mail
- Google Drive
- our database, powered by Knack, which is SOC 3 and ISO 27001 certified and uses both SHA-256 and AES-256 encryption.

Our staff and freelancers only have access to the data they need to carry out their duties and are contractually bound to keep your data confidential.

How long we store your data for

We store your data for as long as we need to for the purposes specified above.

When you **place an order** with us, we will retain your data for a minimum period of six years following the end of the UK tax year in which you placed your order.

When you **make an enquiry** without placing an order, we will retain your data for as long as it takes to respond to and resolve your enquiry, and for up to a year after that, after which we will delete your data.

When you **sign up to our mailing list**, we will retain your email address for as long as you remain subscribed (i.e. until you unsubscribe) or until we decide to cancel our newsletter service, whichever occurs first.

When you **ask us to stop contacting you**, we will keep your contact details on our suppression list indefinitely to ensure that we respect your wishes.

In any other circumstances, we will retain your data for no longer than necessary, taking into account the following:

- the purpose(s) and use of your data both now and in the future (such as whether it is necessary to continue to store the data to continue to perform our obligations under a contract with you or to contact you in the future)
- whether we have any legal obligation to continue to process your data (such as any record-keeping obligations imposed by relevant law or regulation)
- whether we have any legal basis to continue to process your data (such as your consent)
- how valuable your data is (both now and in the future)
- any relevant agreed industry practices on how long data should be retained
- the levels of risk, cost and liability involved with us continuing to hold the data
- how difficult it is to ensure that the data can be kept up to date and accurate
- any relevant surrounding circumstances (such as the nature and status of our relationship with you).

When we no longer intend to store your data, we dispose of it by deleting it permanently from all of our systems.

Marketing

We would like to send you information about products and services of ours that we think you may find useful provided that you consent to this. Even if you have agreed to receive marketing communications from us, you may opt out at any time by emailing us at info@tateandclayburn.co.uk or clicking on the unsubscribe link in any of our marketing emails.

Your data protection rights

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following.

The right to access: You have the right to ask us for copies of your personal data. We may charge you a small fee for this service.

The right to rectification: You have the right to request that we correct any information you believe is inaccurate. You also have the right to ask us to complete information you believe is incomplete.

The right to erasure: You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing: You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing: You have the right to object to our processing your personal data, under certain conditions.

The right to data portability: You have the right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we must respond to you within one month. If you would like to exercise any of these rights, please email us at info@tateandclayburn.co.uk or write to us at The Proofreading Company Limited, 34b York Way, London, N1 9AB, United Kingdom.

Cookies

What are cookies?

This site, like almost all professional websites, uses cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. For further details about cookies, please visit allaboutcookies.org. When you visit our website, we may automatically collect and store information from you through cookies or similar technology. If you wish, you can prevent these cookies from being stored.

How do we use cookies?

We use cookies to understand how you use our website and improve your experience of it.

What types of cookie do we use?

Functionality: We use these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer or which location you are in. We use a mix of first-party and third-party cookies.

Google Analytics: This site uses Google Analytics, which is one of the most widespread and trusted analytics solutions on the web, to help us understand how you use the site and how we can improve your experience of it. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

How to manage or disable cookies

You can set your browser not to accept cookies, and allaboutcookies.org tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website (tateandclayburn.co.uk), so if you click on a link to another website, you should read the privacy policy that applies to it.

Changes to our privacy policy

We regularly review our privacy policy and publish any updates on this web page. This privacy policy was last updated on 14 January 2021.

How to contact us and exercise your rights

If you have any questions about our privacy policy or the data we hold on you, or if you would like to exercise one of your data protection rights, please do not hesitate to email us at info@tateandclayburn.co.uk or write to us at The Proofreading Company Limited, 34b York Way, London, N1 9AB, United Kingdom. The company directors act as data protection officers.

How to complain

If you are not satisfied with how we have used your data or dealt with any requests from you regarding your data, you can complain to the UK Information Commissioner's Office.

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline: +44 (0)303 123 111

*If you have questions or would like to find out more,
please email us at info@tateandclayburn.co.uk.*

**TATE &
CLAYBURN**