



Privacy Notice

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1. Introduction

GDPR Happy is a family run business founded in 2018 with a goal of assisting businesses to implement GDPR compliant policies and procedures. We deliver training sessions which are designed specifically to help individuals to understand both their responsibilities and their rights under GDPR.

We provide audits and Data Protection Officer services at a cost bespoke to each client and their needs.

2. Who we are

The directors:

Tracey Coetzee - background in training, audits and compliance

and

Stefan Frater - background in Health and Safety compliance

TS Online Solutions Trading as:

GDPR Happy

Company number 10930782

Registered Address 20-22 Wenlock Road, London, England, N1 7GU

If you have questions about how we process personal data, or would like to exercise your data subject rights, please email support@gdprhappy.com



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3. About this Privacy Notice

This Privacy Notice covers the treatment of personally identifiable information (“Personal Information”) and other non-identifiable information gathered by GDPR Happy when you are using or accessing the Services.

This Privacy Notice does not apply to the practices of any third-party services such as Facebook or LinkedIn that you elect to access through the Platforms (the “Supported Platforms”) or to any applications developed by third parties that GDPR Happy does not own or control (“Third-Party Apps”).

4. Collection of personal data

GDPR Happy collect the following types of personal information:

- Name
- Company Name
- Company Address
- Phone Number
- Email address

We use the collected information for the following purposes:

- to respond to enquiries made via our website, phone or email
- to enable us to provide the services to you
- to contact you about any account and provide support
- to keep you informed of information about our services we think you may find useful or which you have requested from us
- to provide updates, consistent compliance monitoring and audits for clients who have appointed us as their DPO

5. Lawful basis for the processing of personal data

The table below describes the various forms of personal data we collect and the lawful basis for processing this data. We have processes in place to make sure that only those people in our organisation who need to access your data can do so. Your data will not be shared with third parties.

The table below provides more details on what happens with your data.



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Purpose of collection	Information category	Data collected	Purpose for collection	Lawful basis for processing	Data shared with?	Retention period
To provide you with services	Contact details	<ul style="list-style-type: none"> Name Company name Company address Phone number Email address 	To respond to enquiries and to allow us to provide our services	Legitimate Interests and Contractual fulfilment	Internally only Internally and Accountant	<p>General enquiry emails are deleted once the enquiry is closed</p> <p>Quotations are held in QuickBooks for accounting records</p> <p>Transaction data will be held for 5 years following a contract ending</p>

6. Storage of personal data

Coinage is a UK-domiciled organisation whose primary offices are in the UK.

- Data will be collected via a web-based form and held on a secure server, only accessible via this server to those who have permission.
- We operate a data retention policy in respect of all data, whether paper-based or digital and those aspects of it which relate to personal data are contained in the table at 5, above.

7. Your rights as a data subject

As a data subject whose personal information we hold, you have certain rights. If you wish to exercise any of these rights, please email support@gdprhappy.com or use the information supplied in the Contact us section below. Your rights are as follows:

- **The right to be informed**
As a data controller, we are obliged to provide clear and transparent information about our data processing activities. This is provided by this privacy notice and any related communications we may send you.



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- **The right of access**

You may request a copy of the personal data we hold about you free of charge. Once we have verified your identity and, if relevant, the authority of any third-party requestor, we will provide access to the personal data we hold about you as well as the following information:
- a) The purposes of the processing
- b) The categories of personal data concerned
- c) The recipients to whom the personal data has been disclosed
- d) The retention period or expected retention period for that personal data
- e) When personal data has been collected from a third party, the source of the personal data
- If there are exceptional circumstances that mean we can refuse to provide the information, we will explain them. If requests are unfounded or excessive, we reserve the right to refuse them. If answering requests is likely to require additional time or is likely to incur unreasonable expense (which you may have to meet), we will inform you.
- **The right to rectification**

If you believe we hold inaccurate or incomplete personal information about you, you may exercise your right to correct or complete this data. This may be used along with the right to restrict processing until it is corrected.
- **The right to erasure (the 'right to be forgotten')**

Where no overriding legal basis or legitimate reason continues to exist for processing personal data, you may request that we delete your personal data. This includes personal data that may have been unlawfully processed. We will take all reasonable steps to ensure erasure.
- **The right to restrict processing**

You may ask us to stop processing your personal data. We will still hold the data but will not process it any further. This right is an alternative to the right to erasure. If one of the following conditions applies you may exercise the right to restrict processing:
- a) The accuracy of the personal data is contested
- b) Processing of the personal data is unlawful
- c) We no longer need the personal data for processing, but the personal data is required for part of a legal process
- d) The right to object has been exercised and processing is restricted pending a decision on the status of the processing
- **The right to data portability**

You may request your set of personal data be transferred to another controller or processor, provided in a commonly used and machine-readable format. This right is only available if the original processing was based on consent, the processing is by



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automated means and if the processing is based on the fulfilment of a contractual obligation.

- **The right to object**

You have the right to object to our processing of your data where

- Processing is for direct marketing;
- Processing involves automated decision-making and profiling.

- **Your right to raise a concern**

You have the right to be confident that organisations handle your personal information responsibly and in line with good practice.

If you have a concern about **the way an organisation is handling your information**; if it:

- is not keeping your information secure;
- holds inaccurate information about you;
- has disclosed information about you;
- is keeping information about you for longer than is necessary; or
- has collected information for one reason and is using it for something else.

8. Contact us

Any comments, questions or suggestions about this privacy policy or our handling of your personal data should be emailed to support@gdprhappy.com

Alternatively, you can contact us at:

Registered Address: 20-22 Wenlock Road, London, England, N1 7GU

9. Complaints

Should you wish to discuss a complaint, please feel free to contact us using the details provided above. All complaints will be treated in a confidential manner.

Should you feel unsatisfied with our handling of your data, or about any complaint that you have made to us about our handling of your data, you are entitled to escalate your complaint to a supervisory authority within the European Union. For the United Kingdom, this is the Information Commissioner's Office (ICO), who is also our lead supervisory authority. Its contact information can be found at <https://ico.org.uk/global/contact-us/>.