

Privacy Policy

Queen Bees respects your privacy and understands that privacy is important to you and that you care about how information about you is used, so our privacy policy sets out details about what data we collect and how we use it.

What do we collect and what do we do with it.....

- When you contact us by email, contacting us from our website or leaving your details at an event we attend we capture your name, contact info, event details and possibly details about what products you'd like to receive from us.
- We use this information to answer your questions, process your requests such as deliver a product and add you to our general mailing list.
- This information is held only by Queen Bees and is not shared.

GOOGLE ANALYTICS

When someone visits our website (<https://www.qbtreats.co.uk>) we make use of the Google Analytics service to collect standard information about visitors to the sites and their behaviour (e.g. what pages they viewed). The data provided by Google Analytics is anonymised and in no way enables us to identify individual visitors, however, Google Analytics will place a cookie on your device to enable the service. For more information about how Google Analytics cookies work on websites visit: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>.

EMAIL

Any emails we receive are stored locally on our computers within our email client. Access to them is protected via Windows User accounts and we also use Windows Encryption. We also scan the email for viruses when it arrives on our servers and again before it is delivered to our local computers. All our email services are provided by Office 365.

ONLINE FORMS

If you fill out one of our contact forms on our website a notification email is sent to the relevant team within Queen Bees, the data you send is stored only within our Email system.

STORAGE

Your data is stored on our dedicated hardware, at Queen Bees.

SECURITY

We manage the security of our services and therefore your data ourselves.

OUR NEWSLETTERS

We use MailChimp delivering our email newsletters. We make use of a tracking cookie to track the way our newsletters are read. Only your name and email address are ever shared with these services. Every time you receive our email newsletter we will include a link to enable you to unsubscribe should you wish to stop receiving them. We honour such requests.

RETENTION

Unless stated elsewhere in this document or in our terms of services we only store the data necessary to provide the services we provide to you. We will keep this data for as long as it is lawful for us to do so (this may be for as long as you are a customer or because of a legal obligation to retain the information, whichever is the longest).

LINKS TO OTHER SITES

We link to other sites on our website such as photographers, Queen Bees cannot be held responsible for the protection and privacy of any info readers provide while on those sites.

THIRD PARTY PROCESSORS

We use a small number of third party applications in order to manage our business. These include:
Email Marketing (MailChimp)
Email System (via Office 365)

YOUR RIGHTS

Under current data protection legislation in the UK, you have rights as an individual which you can exercise in relation to the data we store and process about you. You can find more information about your rights on the Information Commissioner's website: <https://ico.org.uk/for-the-public/>

COMPLAINTS

If you want to make a complaint about the way we are processing your data, you can contact us, using the contact details below. You also have the right to complain to the Information Commissioner's Office: <https://ico.org.uk/concerns>

HOW TO WITHDRAW CONSENT AND OBJECT TO PROCESSING

Where we are processing your data and needed to ask your permission to do so, you are able to withdraw your consent at any time. If you wish to stop receiving our marketing emails you can do so, by clicking on the "unsubscribe" link at the bottom of the email. Otherwise, you can contact us, using the contact details below. If you wish to raise concerns about the way we are processing your data and would like to raise an objection, then please email info@gbtreats.co.uk

ACCESS TO YOUR DATA

You have the right to ask us about what data we hold about you, how we process it and provide you with a copy of the information, free of charge and within one month of your request. To make a request for any personal information we hold and process about you, we would prefer it if you could put it in writing or in an email to the addresses below. We will need to verify your identity before providing the information and where necessary may contact you further to ensure we understand what data you are requesting.

DISCLOSURE OF INFORMATION

We do not share any personal data with any third parties unless it is lawful for us to do so or if we are required by law to do so.

HOW TO CONTACT US

If you have any questions about how we collect and use your information not covered in this privacy policy, or if you wish to speak to someone about our approach to data protection and privacy, please contact: Queen Bees on +44 7702 470345

CHANGES TO OUR PRIVACY POLICY

We may change or update elements of this privacy policy from time to time or as required by law. The most current version of our privacy policy is available on our website

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