

LETS LETTERBOX PRIVACY POLICY

Lets Letterbox is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For collecting data covered by The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) the Data Controller at LETS LETTERBOX is Mr Steven McCann.

Information we may collect from you

We may collect and process the following data about you:

- Information that you provide by filling in an application form on our site. We will use this information to ensure that you are who you say you are. We also use it to correspond with you either directly by telephone or digitally by email or via postal services. This information will be stored: on our email system and in our database. You have the right to withdraw consent at any time by asking us to delete these emails or to delete your details from our database
- When uploading and sending us your ID this is to comply with anti-money laundering regulations - AML Legislation. This specific regulation means that we must hold and retain records for seven years after ceasing to provide the service. This data is GDPR Compliant and secure on a server in the UK. It is NEVER shared nor sold.
- Details of transactions you carry out through our site and of the fulfilment of your orders. This will be stored: on our database and our email system. You have the right to withdraw consent at any time, deleting your account will leave the order in place but your contact details will be deleted.
- If you contact us by email, we will keep a record of that correspondence. This will be stored: on our email system. You have the right to withdraw consent at any time by asking us to delete these mails.

Payment Details That You Provide

Any payment information including bank account numbers, sort codes or card details will generally not be stored directly by Lets Letterbox. On occasion we may request bank account numbers, sort codes or card details. These will be securely saved in our email system and database. These will not be shared other than to complete a transaction that you have authorized. Any payment transactions will be encrypted using SSL technology, and processed by an external payment processor i.e. PayPal

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Uses made of the information

We use information held about you in the following ways:

- To allow you to participate in interactive features of our service, when you choose to do so.

If you are an existing customer, we will contact you by phone, e-mail or SMS with information about goods and services like those which were the subject of a previous sale to you.

You have the right to withdraw consent at any time.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us using our usual methods.

If you believe that we have done something wrong by not complying with GDPR please contact us in the first instance to make a complaint for which we aim to resolve. Should you not be happy with this resolution, you do have the right to lodge a complaint with the supervisory authority, the Information Commissioner's Office.

Access to information

GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £5 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be sent using our usual contact methods.