

# Fizz Group - Privacy Notice



## Your privacy matters to us

We appreciate the trust you place in us when sharing your personal data, the security of your data is very important to us. In this notice, we will explain how we collect, use, and protect your personal data. We will also provide information on what rights you have with regards to your personal data and how you can exercise those rights.

We appreciate that the world of data protection can seem a little complicated, we will try to explain things in a simple and straight forward way.

We are a registered Data Controller with the Information Commissioner's Office, our registration number is ZA182039.

## We collect information from...

We collect information from a variety of sources, including:

- Parents and Pupils/Students
- Education providers such as nurseries, schools and colleges
- Businesses who have engaged our services

## The type of information we collect...

We collect a range of personal information, including:

- School contact information
- Parent & Pupil names
- Optional information as provided in the course of the yearbook production, i.e. quotes or summary about the pupil themselves
- Contact information including email addresses and phone numbers
- Pupil/Parent address for postal orders where home delivery is opted for
- Payment information
- Cookies data when you visit our website

We process some information relating to children, we have aimed to ensure that this notice is understandable to children with a reading age of 14, if you need any further support on understanding the contents of this notice please contact [info@fizz-group.co.uk](mailto:info@fizz-group.co.uk)

## How we use personal information...

We mostly use personal information to deliver services to you and/or an education provider, this includes:

- To deliver contracts or enable precontractual steps for delivery of photos, yearbooks and hoodies
- To issue purchase reminders where you've opted to receive these
- Process payments
- Liaise with education providers about the delivery and uptake of our services
- We call and email updates and information about our services to education providers

## What are our lawful bases...

In accordance with UK data protection laws we must have a lawful basis to process personal information.

The following lawful bases apply when we process personal data:

- Explicit consent, occasionally we will ask you for your explicit consent in order to process your information in a certain way, we will make it clear when we do.

*Please note where your consent has been requested you can opt out at anytime by emailing: [info@fizz-group.co.uk](mailto:info@fizz-group.co.uk)*

- Legitimate interests, from time to time we may process personal information in accordance with legitimate interests. Don't worry, we balance your privacy rights to ensure that the benefits pass privacy tests before using personal information in this way
- Legal obligations, in certain circumstances we may be required by law to process personal information in a certain way, there is more information about the laws that apply below.

## What legislation applies to our use of personal information...

As a UK data controller we are obliged to comply with UK laws, this may mean that certain obligations apply to how we process personal information. Some examples include, but are not limited to:

- Data Protection Act 2018
- UK General Data Protection Regulations
- UK Financial & Tax legislation as amended from time to time, including but not limited to the Corporation Tax Act 2010
- Safeguarding and Disclosure & Barring Service legislation as amended from time to time; including but not limited to the Protection of Freedoms Act 2012 and The Safeguarding Vulnerable Groups Act 2006

## Who we share information with...

We only share personal information where it is necessary to fulfil one of the uses we've outlined, where relevant we will ensure that we have the relevant information contracts in place with third parties. Some of the third parties we share information with include:

- IT system suppliers such as Payment platform & Customer Relationship Management system suppliers
- Netlife – storage of images and order reminders
- HMRC
- The Information Commissioners Office
- Photography lab
- Photographers
- Schools & Education Providers
- External supplier for clothing design & production
- Consultants such as IT and Data Protection
- Whilst it is not typical we could be required by law to disclose information to Police

## Your data protection rights...

We are committed to promoting compliance with UK data protection laws, and are keen to uphold your data protection rights:

**Your right of access:** You have the right to ask us for copies of your personal information. There are some exemptions, which means you may not always receive all the information we process.

**Your right to rectification:** You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure:** You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing:** You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing:** You have the right to object to processing in certain circumstances.

**Your right to data portability:** This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated.

## Details of automated decisions

We do not currently make any decisions by automated means.

## Information we keep

We only keep your personal data for as long as is necessary and always do this in line with data protection laws. We don't want to keep your data any longer than we need to!

*For more information please refer to our customer retention schedule.*

## Contact details & how to complain

Any comments, questions or suggestions about this privacy notice or our handling of your personal data should be emailed to [info@fizz-group.co.uk](mailto:info@fizz-group.co.uk).

Adam McGill is the Company's Data Protection Officer.

## ICO contact details

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO).

**By post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**By phone:** 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).