



Introduction

Your privacy is very important here at Xander Cards. This privacy notice covers personal information held which can make someone (the data subject) identifiable. Data of this kind, which we collect, includes your name, address, email, contact numbers, photographs, videos, logos and reviews (wording provided by you). This data is collected by us to carry out our services and for promotional purposes.

This privacy policy covers:

- [Who we are](#)
- [What information we collect](#)
- [How we use personal information](#)
- [What legal basis we have for processing personal data](#)
- [When we share personal data](#)
- [Where we store and process personal data](#)
- [How we secure personal data](#)
- [How long we keep personal data](#)
- [Your rights in relation to personal data](#)
- [Use of cookies](#)
- [Linking to other websites and third parties](#)
- [How to contact us](#)

Please read this policy very carefully. You have the right to contact us at any time to request what information we hold about you. You are also entitled to request to us to change, update or destroy your data from our systems (limitations may apply). If you have any questions or concerns regarding your information and how we hold and store this data, please contact us at: enquiries@xandercards.co.uk

Please note by viewing and acknowledging this policy you agree to our terms and conditions laid out within.

Who we are?

Xander Cards is a sole trader who provides close-up magic entertainment to the public for birthdays, events, weddings, etc. All our contact details can be found within this privacy policy in the '[how to contact us](#)' section, should you wish to contact us regarding your data or have any questions or concerns.

What information do we collect?

Data is collected when you purchase or use Xander Cards' services, complete a contact form, or email/telephone/write enquiring about services from us. We collect your name, home address, address of event site, billing address, email and contact numbers. This is so we can respond to you in relation to your query or to provide entertainment services and attend and invoice you as agreed.

For promotional purposes (our website and social media) we collect your name, address of event site, email, contact numbers, logos, photographs, videos, reviews



(wording provided by you) and other information relating to your event. The information displayed for public viewing will only be the photographs, videos, reviews, event location name (e.g. venues, but not those which are on a personal basis like your own home). Written permission from you for these will be requested before any of the above is made available on these platforms.

How do we use personal information?

We use your personal information like your name and event address to carry out our entertainment services. We use your email or telephone details to contact you to discuss our services with you, answer any queries and confirm appointments. We also use your name, address or email to forward invoices for entertainment services provided.

For promotional purposes we use photographs, videos and publish reviews you may have made to our website and social media accounts. Written permission from you for these will be requested before any of the above is made available on these platforms. From this, you give permission for your photograph, part in a video or review said/written by you to be live on the internet, to be viewed by the public domain to access Xander Cards' services and business. Personal details, apart from your name, will NOT be visible to the public on these platforms.

We are not responsible for search engines and other websites or third parties accessing your information from our website and contacting you/using your data for promotional or personal reasons. It is your responsibility to contact these third parties and ask to remove your data.

What legal basis do we have for processing your personal data?

Xander Cards collect data in accordance with data protection laws. We only collect data necessary with your consent, for example when contacting Xander Cards about our services, you consent to us using your information to reply. Signed, written forms for our website and social media accounts' matter are obtained from you and these are completed before any promotional material is published for public viewing.

Your data is to be used solely for contractual and the legitimate interest of Xander Cards. The contract is an agreement between Xander Cards and you to carry out work. This can be through a written contract or electronic communication. The legitimate interests is our sole interest in your data is for the promotion of our website and business. For example, using your photographs, part in a video or written review to promote Xander Cards. You can at any time opt out and request for your data to be removed. Please contact us to do so.

Legal obligation requires us to comply with lawful requests as necessary. For example, if a court order requires personal data to be processed for a particular process, Xander Cards will assist as necessary if asked by these authorities.



For further information on these matters, which Xander Cards complies with in accordance to the data protection laws, please see the Information Commissioner Officer's website:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

(Please note Xander Cards accepts no responsibility for what is written on this website or for any cookies or third party links in association with it)

When do we share personal data?

Your personal data will only be shared for the following purposes:

- If the law requires it – for example if any fraudulent activity is taking place and Xander Cards are contacted by the police or other law-abiding authority to provide them with information. Or if Xander Cards has any concerns about anybody and for public safety, need to report this to the appropriate authority.
- If it is necessary for the services you require – for example if you are using our entertainment services and ask to be contacted by another service we know who can help you with your event (for example a catering company or photographer), they will require your details to contact you regarding their service.

Your information will be treated confidentially and only the necessary data will be given in order to fulfil the services you require. This will only be completed from Xander Cards password protected computers or password protected telephone and through known associates to us.

Where do we store and process personal data?

To ensure your data is processed in accordance with our privacy policy, we follow the guidance we have laid out here within. We only collect the data we require to carry out Xander Cards' services and use this as necessary to complete these services. All required data is held on password protected computers/telephones and cloud storage and *where possible* on encrypted hard drives/USBs for a maximum of 5 years. The signed, written forms for website and social media permissions are kept in a locked, fire proof box for our/your reference. The data is stored in Xander Cards main workplace and only used for contact and promotional purposes.

How do we secure personal data?

Data security is extremely important to us at Xander Cards. We keep all the collected data we have of you on our password protected computers/telephones, OneDrive cloud storage account, hard drives or USBs. All of which is *where possible* is encrypted and/or password protected. We use Microsoft Bit Locker for encrypting your personal data on hard drives and USB sticks. The signed, written forms for promotional material permission are kept in a locked, fire proof box for our/your reference. These are stored in Xander Cards main workplace and only used for contact and promotional purposes.



Xander Cards is a sole trader and has the only access to the password protected computers/telephones, cloud storage and hard drives/USBs that store your information. We regularly change our password and keep it secure to prevent unauthorised access to our accounts. Any documents that hold sensitive data are also password protected.

We frequently backup our computer and keep a main copy of all key documents in the cloud. We use up to date antivirus and perform regular scans. Your data is kept in the cloud for in the event of a complete failure/loss of our system.

How long do we keep your personal data for?

All necessary data is held on password protected computers/telephones and cloud storage and *where possible* on encrypted hard drives/USBs for a maximum of 5 years. This is reviewed upon the five year anniversary of first contact. If you are continuing to be a customer of Xander Cards, we will review and inform you of the data held for renewal. Written permission acquired from you for our website and social media accounts is made via signed, written forms which are kept for our/your reference.

We store information (documents, photographs, videos, programs etc.) collected on a secure computer, cloud storage, hard drive or USB stick. This is stored for a maximum of 5 years and reviewed upon the five year anniversary of first contact. It is then destroyed securely.

When your data is set to be removed it is done through a secure erase and formatting tool. Any data held on the cloud is deleted and removed from the online recycle bin. Once your data is removed, we will not be able to recover it.

Your rights in relation to personal data

Under GDPR laws, you have the right to access and control your personal data. You have the right to:

- Access all personal information that we hold on you.
- Correct or delete any information we hold about you.
- Withdraw your consent of us holding and using your personal data (this will remove any photographs, videos you are part of and reviews you have provided being on our website and social media accounts)
- Control data portability – where it is a USB stick or hard drive
- Restrict processing and objection
- Lodge a complaint with the Information Commissioner's Office:
<https://ico.org.uk/>

Please contact us should you wish to do any of the above:
enquiries@xandercards.co.uk

Data requests must be made in writing to Xander Cards via our email or address (see contact details section). These will be given to you in printed form on a face to face



basis. We may ask for verification and identification for accessing these data requests e.g. you will not be emailed the information requested.

If any data requested by you, breaches the data protection and privacy of someone else, there may be limitations as to what we can provide for you. This will be advised as necessary.

Also, if there is any data which we are required to keep by law, this will remain with Xander Cards for as long as necessary (for example: for police evidence etc.) and will not be destroyed as requested by you.

Use of cookies and other technologies

We do not use cookies, tracking or similar technologies related to tracking.

If you are using our website or social media accounts to view or contact us, search engines/other websites may use cookies for their work. **Xander Cards holds no responsibility** for these cookies and it is your personal choice to use/review/remove these at your own doing.

Linking to other websites/third party content

Xander Cards links to our website design service, who use our website for their own promotional purposes. We also use social media to promote Xander Cards' services. You give permission for these third party companies to view your photographs, videos, reviews (wording provided by you) and event location name (e.g. venues, but not those which are on a personal basis like your own home). Written permission from you for these will be requested before any of the above is made available on these platforms. Personal details, apart from your name, will NOT be visible to the public on these platforms.

Xander Cards takes no responsibility for the content, information and views taken on these third party links and it is your responsibility to monitor this, ensuring you are happy to continue association with these. If you wish to have your photographs, videos, reviews or event location removed from this, please contact us: enquiries@xandercards.co.uk

How to contact us?

If you have any questions or concerns about your privacy, your personal information, you want to update your information or wish to file a complaint, please contact us:

Website: www.xandercards.co.uk

Email: enquiries@xandercards.co.uk

Address: Trenissick Farm, Cubert, Newquay, Cornwall, TR8 5PN