



## Privacy notice

This statement explains how Velasquez and Van Wezel handles and uses personal data we may collect from customers and visitors to our shops. Where in this statement we refer to 'we' or 'our' or 'us' we are referring to Velasquez and Van Wezel LTD, and where we refer to 'you' or 'your' we are referring to you as customer or visitor to our shop. We are registered with the Information Commissioner's Office (ICO) with registration number ZA374783. We are committed to protecting your personal information and to being transparent about what information we hold.

Velasquez and Van Wezel understands its obligations to you to help you understand how and why we process your personal data. This notice tells you about these uses and should be read in conjunction with the Velasquez and Van Wezel data protection policy.

Our data protection policy and procedures are governed by the Data Protection Act EU General Data Protection Regulation.

### Why does Velasquez and Van Wezel hold your personal data?

Velasquez and Van Wezel processes personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

### Personal data held by Velasquez and Van Wezel

We collect information:

- your name
- your email address
- payment transaction details
- information related to the prevention and detection of crime and the safety of staff including, but not limited to, CCTV recording;

### How does Velasquez and Van Wezel collect personal data?

We collect personal data in the following ways:

- we collect contact details only with your explicit consent indicated by you on our consent forms.
- payment transaction details are collected at the point of a sales transaction
- CCTV is permanently recording images for safety and regulatory reasons;

### How your personal data is used by Velasquez and Van Wezel?

We take your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain data for as long as is necessary and for the purposes as specified in this notice.

Your data is used by us for a number of purposes:

- we process personal data to be able to sell you our products
- we process personal data to be able to keep you updated with the latest news and offers
- we process personal data to operate legally and safely

If you have concerns or queries about any of these purposes, or how we communicate with you, please contact us at the address given below. We will always respect a request by you to stop processing your personal data, and in addition your statutory rights are set out below.

### Sharing your data with others

Velasquez and Van Wezel may disclose certain personal data to third parties. These external organisations, and the purpose for sharing the information, are set out below.

- We may need to use your information in order to comply with a regulatory or legal obligation, for example to report illegal activities such as CCTV pictures.

With your permission we may share information about you for publicity and marketing purposes online, in print and on social media. Otherwise, Velasquez and Van Wezel does not share data with any third party, except as allowed for in other privacy notices or required by law. We do not sell your personal data to third parties under any circumstances, or permit third parties to sell on the data we have shared with them.

### Transfer of personal data to other countries

Where data is shared within the UK, or the European Union (EU), the third party will be required to comply with and safeguard the data under the terms of the GDPR.

Your personal information will only be transferred to countries, outside of the EU,

whose data protection laws have been assessed as adequate by the European Commission, or where adequate safeguards, such as the EU-US Privacy Shield, are in place.

### How long data is kept?

We will keep your personal data only as long as is necessary for the purpose(s) for which it was collected, and in accordance with our Data Protection Policy. Data will be securely destroyed when no longer required.

Where you exercise your right to erasure, we will continue to maintain a core set of personal data (name, dates of working at Velasquez and Van Wezel and date of birth) to ensure we do not contact you inadvertently in future, and to maintain your record for archive purposes.

### Your rights

You have the following rights:

- **To be informed** This Privacy Notice provides the information you are entitled to receive
- **Access** Please contact us if you would like confirmation that your data is being processed and access to your personal data. There is no charge for us providing you with this data and it will usually be provided within a month of the request (unless the request is unfounded or excessive).
- **Rectification** Please inform us of any data which you would like rectified and we will usually respond within a month of the request. We will pass on the changes to any third parties who need to change their records and let you know this has been done.
- **Erasure** You may exercise your right to have your personal data erased in a number of circumstances (eg if the data is no longer necessary in relation to the purpose for which it was created or you withdraw your consent). Where possible we will comply with all such requests.
- **Restrict processing** You can tell us that we can keep your data but must stop processing it, including preventing future mailings and communications. If possible we will inform any third parties to whom your data has been disclosed of your requirement.
- **Data portability** Your data is across manual records and a bespoke Excel files. We will do our best to provide information in a portable format but it is unlikely that we can create systems to do so.
- **To object** If we can, we will stop processing your data if you object to processing based on legitimate interests or the performance of a task in the public interest / exercise of official authority (including profiling). We will stop processing your data if you object to processing for purposes of research and statistics.

- **Not to be subject to automated decision-making including profiling** We do not use any automated decision-making.

We reserve the right to judge what information we must continue to hold to be able to fulfil our contract with you. You have the right to lodge a complaint with the Information Commissioner's Office at <https://ico.org.uk/concerns>.

### Further information

The controller for your personal data and our Data Protection Officer is Martin van Wezel, Co-owner of Velasquez and Van Wezel who can be contacted via [martin@velasquezandvanwezel.co.uk](mailto:martin@velasquezandvanwezel.co.uk) or Velasquez and Van Wezel, 52 West Walk, London, EN4 8NU. Our Data Protection Officer is responsible for monitoring compliance with relevant legislation in relation to the protection of personal data. Please contact us if you have any concerns or questions about the above information or you wish to ask us not to process your personal data for particular purposes or to erase your data. Where you have specific requests relating to how we manage your data, we will endeavour to resolve these, but please note that there may be circumstances where we cannot comply with specific requests. We will notify you in writing on any changes we make to this data protection statement and notify you by other communication channels where appropriate.