

PRIVACY NOTICE

Under the General Data Protection Regulations, individuals have a right to be informed about how No.9 Limited (the "**Company**") uses any personal data that it holds about them. The Company complies with this right by providing '*privacy notices*' to individuals where it is processing their personal data.

This privacy notice explains how the Company collects, stores and uses personal data about parties that may engage with the Company. For the purposes of data protection law, the Company is the 'data controller'. The employees of No.9 Limited are the 'data processors'.

The personal data the Company holds

Personal data that the Company may collect, use, store and share (where appropriate) about parties that engage with the Company includes, but is not restricted to:

- Name and contact details, contact preferences

Why we use this data

We use this data to:

- Enable us to communicate relevant information to you
- Provide an appropriate level of care to you whilst you engage with the Company
- Process payments for the retail aspects of the Company
- To analyse and improve our marketing and service

Our legal basis for using this data

We only collect and use personal data when the law allows us to. Most commonly, we process it:

- Where we need to comply with a legal obligation
- For the legitimate interest for the purpose of running Retail Services

We may also process personal data in situations where:

- We have obtained consent to use it a certain way, this consent can be withdrawn at any time.
- We need to protect the someone's vital interests.

How we store this data

Data may be stored in electronic file storage or emails with access limited to the Company.

Data Retention

The data you have provided us with or that we have collected will be retained for the following periods:

Data: Contact details (name, email and postal addresses and telephone numbers)

- **Basis for processing:** To provide services to you and to contact you.

- **Retention Policy:** For the duration of your engagement with the Company and to comply with relevant laws and regulations.

- **Bank Account information:** To make and receive payments from you.

- **Retention Policy:** For the duration of your engagement with the Company and to comply with relevant laws and regulations.

Data: Photographs and Video images

- **Basis for processing:** Marketing and Communications of the Company. CCTV for safety at the Company's venue.

- **Retention Policy:** For an unlimited period, with consent.

Data sharing

We do not share information with any third party, without consent unless the law allows us to do so. Where it is legally required, or necessary (and it complies with data protection law), we may share personal information:

- Government and tax offices
- Police forces, courts and tribunals

Transferring data internationally

Where we transfer personal data to a country or territory outside the EEA, we will do so in accordance with data protection law.

Your rights regarding personal data

You have a right to make a 'subject access request' to gain access to personal information that the Company holds about you.

If you make a subject access request, and if we do hold information about you, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from
- Tell you who it has been, or will be, shared with
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

Other rights

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations.
- To exercise any of these rights, please contact the Company.

Complaints

If you have any concern about our data processing, please first contact office@no9.gg

Alternatively, you can make a complaint to the Data Protection Commissioner's Office, St Martin's House, Le Bordage, St Peter Port, Guernsey, GY1 1BR. Telephone 01481 742074.

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact the Company at office@no9.gg