

Michelle Horner t/a Psychic Shelly PRIVACY POLICY

Under the new General Data Protection Regulations (GDPR) we are required to gain your specific consent in order to process your booking and retain your information on file for the purposes of carrying out your booking; proof of payment and for you to book again without you having to complete the registration process again and to prevent and detect fraud.

The only information held on the system is the information that you put about yourself on the booking form, this will be your name, your address (if a voice reading booked), your date of birth (as you have to be over 18 to book a reading), your email address, your telephone number(s).

The list of email addresses held is purely in the user list on the website that enables you to log in and use the areas of the website. The information held here is simply your user name and email address. If you were not shown as a Registered User then you would not be able to access some areas of the website including the booking forms.

It may be necessary from time to time for SiteEase to access the data on the systems where support issues arise. This is not for them to look at the Data but to resolve any support issues that do happen.

The Text Service provided by Phoenix SMS Ltd only keep your telephone number for billing and marketing purposes. Every time you use this service your number will be recorded. Should you not wish to be marketed for this service please contact them direct on: Phoenix SMS Ltd, Manchester, customer service number is 08000 356780. they will aim to take your call but if they are busy they will respond to your recorded message within 24 hours.

Bureauserve (Psychics Connect) are the Company that provide the Reader panel on the website www.psychicshelly.com Your telephone number is all that is retained for billing purposes, to monitor usage and nothing more. You will not be marketed by this service. They can be contacted at: Psychics Connect, PO Box 700, PR3 1WG

Anything to do with the other services or your data held, your point of contact will be Shelly. (Michelle Horner but known as Shelly). Please email her shelly@psychicshelly.com

All records held by Psychic Shelly prior to the 25th May 2018 will be deleted upon request. Please email shelly@psychicshelly.com with proof of identity for all details to be deleted. The only exception to this is the PayPal payment records that tally with the booking slot dates for HMRC and accounting purposes. What and how PayPal record and retain your information is a matter for them so please direct any questions relating to this to PayPal themselves.

Please tick the GDPR opt in box on the booking form to show you give your consent for the following:

- Your data being held on the systems of Psychic Shelly or the email systems for Shelly, be it her personal one or work email.
- Your data being used should there be any offers available; new services being made available or general update in regard to anything in relation to the website. Be this in the form of an email or text.

None of your information will ever be given to a third party unless a matter of safeguarding eg. Fraud on your account. Co-operation will be given to the legal authorities with the relevant authorisations.

Should your data be considered for any other use then prior consent will be asked for directly from you.

If you do not wish to receive any marketing then please email directly to shelly@psychicshelly.com

It is your right to have all data deleted and to see a copy of what is held.

In these instances, to see what is held, please send a request to shelly@psychicshelly.com with proof of your ID.

For total data deletion, with the exception of proof of payment and booking date for accounting and taxation purposes, please email in the first instance shelly@psychicshelly.com who will then forward the relevant withdrawal form for you to sign and return. A full postal address will be provided in this instance for the return of such document.

Please note that information will not be deleted without proof of identity and also the date of the booking to enable us to retrieve the booking slot, there is no list of clients, only the booking forms.

Due to the nature of this business, as Shelly is self-employed and works from home; to protect her privacy and that of her children her address will not be openly advertised for her own privacy purposes, her own safety and security (connected to a previous employment) but will be provided to those that ask for a lawful and good reason or to return the withdrawal form.

When you log into the website please be aware that the website is secure, the only part on it that does not have the level of security as the rest is the reader panel which is controlled by BureauServe.

You do have the option to refuse cookies when you log into the website, they are not automatically added to your system.

This privacy policy has been kept plain and simple. To summarise:

- Any data held you can request a copy of what information is held.
- You have the right to have the data deleted.
- You have the right to opt out of all communications from Psychic Shelly
- Your information has never and will never be given to a third party with the exception of any issues relating to for example fraud on your payment method or safeguarding you.
- Records will not be deleted unless you request that they are in writing with proof of identity and the date of your booking.

By ticking the box on the booking form, you are showing your understanding of all that is in this privacy policy and you are consenting to the use of your data for the sole purposes outlined in this document.

Any questions or queries please address them to shelly@psychicshelly.com