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📍 Waveney House, The Street
IP22 1RY, Redgrave

▲ Company Reg. No 12055808

▲ VAT No: 361 7232 11

PRIVACY POLICY

1.0 WHO WE ARE:

- 1.1 The Company name is Marvellous History Limited
- 1.2 MH, Marvellous History and The Company all refer to Marvellous History Limited, previously Viking School Visits Limited.
- 1.3 Our website is marvelloushistory.com
- 1.4 Our registered company address is Waveney House, The Street, Redgrave, Diss, Norfolk, IP22 1RY
- 1.5 Our Company Reg. No. is 12055808
- 1.6 Our VAT no. is 361 7232 11
- 1.7 The people responsible for all Data Security within the company are Domini Thorpe and Julia Kuivenhoven.

2.0 PERMISSIONS

- 2.1 By submitting a form to us or providing your details by telephone or email you are agreeing to share your data with us for the purposes of our business.
- 2.2 By using our services, you are agreeing to us using your data for its given purpose.

3.0 DATA WE COLLECT

- 3.1 Names, positions within the company and contact information of any individual who makes an enquiry.
- 3.2 Names, positions within the company and contact information of finance contacts at the client
- 3.3 Names, positions within the company and contact information of the point of contact on the day of the event
 - 3.3.1 We request a personal mobile number for the name of the contact on the day in case of any potential issues that arrive before site opening times.
- 3.4 Name and location of the client site (normally school)
- 3.5 Information regarding topic group size and age for the requested service
 - 3.5.1 This can include detailed information about topics for study at the time
 - 3.5.2 This can include information regarding any SEND or special requirements of the group the workshop is being provided for
- 3.6 Information regarding break times, layout and parking at the client site (normally school)
- 3.7 Where someone found out about us.
- 3.8 Login details for our website
 - 3.8.1 Our website uses cookies. Full up to date information about these cookies can be found on our website.
- 3.9 Other data that we deem necessary for the running of the business.

4.0 HOW WE COLLECT DATA AND WHERE IT IS STORED

- 4.1 We use a number of third-party applications to administer our business and collect and store the data necessary to do so.
 - 4.1.1 We rely on these third-party applications to manage and protect their data in an appropriate fashion.
- 4.2 We use Gravity Forms, Mailchimp and Ultimate Member to power forms, manage User ID's & Logins for our website and manage our email mailing list.
- 4.3 We use Workflow Max and Xero to manage bookings and invoicing.
- 4.4 We use Stripe to manage card payments
- 4.5 We use Wordpress, Bluehost and Google Analytics to manage our website.
 - 4.5.1 We use a number of third party plugins within Wordpress. Full information regarding the cookie data these hold can be found on our website.
- 4.6 Information is held by the above service providers and accessible by office staff and website administrators in order to follow up on enquiries, manage bookings and payments, analyse feedback, maintain our website and any other business activities.
- 4.7 Information is also sent by email to administrators, which is held on Microsoft Office 365 and Google email servers.
- 4.8 Our website uses cookies. Full up to date information about these cookies can be found on our website.
- 4.9 Data backups may be held on Google or Dropbox servers.
- 4.10 Data backups may be held on physical offline password protected hard drives kept securely by the company.
- 4.11 Data may also be held on physical hard drives on password protected company computers.
- 4.12 Data is collected by social media sites that we use.
 - 4.12.1 We may also from time to time collect data when individuals have interacted with our social media, including
 - 4.12.1.1 Facebook
 - 4.12.1.2 Instagram
 - 4.12.1.3 X/Twitter
- 4.13 Any other way a client chooses to provide information to us.

5.0 WHY WE COLLECT DATA

- 5.1 Data is collected to
 - 5.1.1 Provide quotes
 - 5.1.2 Book visits or other services
 - 5.1.3 Provide and manage bookings
 - 5.1.4 Invoice and take payment for bookings
 - 5.1.5 Marketing
 - 5.1.6 Analysis of effectiveness of marketing
 - 5.1.7 Anything else required for the normal running of our business.

6.0 DATA WE SHARE

- 6.1 We do not share your data with any person outside of the organisation except:

- 6.1.1 To sub-contractors where it is required for completion of contracts
- 6.1.2 To third-party applications that we use to administer the business (see 3.0 – How we collect data and where it is stored)
- 6.2 Data is retained in accordance with record keeping requirements, for a minimum of 5 years from enquiry.

7.0 OUR DATA BREACH PROCEDURES

- 7.1 We have no servers of our own and rely on those of our third-party applications as listed in section 4 above.
 - 7.1.1 Data breaches remain the responsibility of the companies providing the applications and services.
- 7.2 In the case of possible data breach through theft of company equipment (laptops etc.):
 - 7.2.1 The theft will be immediately reported to police with all relevant information.
 - 7.2.2 Passwords to applications holding sensitive data will immediately be changed to prevent access of that data by any third parties not associated with the business.
 - 7.2.3 If appropriate the relevant parties will be notified of a possible data breach.

8.0 AUTOMATED DECISION MAKING AND/OR DATA PROFILING

- 8.1 We do not use automated decision making or profiling with user data.
- 8.2 All decision making and data analysis is done by individuals within the company.

9.0 INDUSTRY REGULATORY DISCLOSURE REQUIREMENTS

- 9.1 No industry regulatory disclosure requirements are in force.

10.0 YOUR RIGHTS

- 10.1 You can request to receive an exported file of the personal data we hold about you, including any data you have provided to us.
- 10.2 You can request that we erase any personal data we hold about you.
 - 10.2.1 This does not include any data we are obliged to keep for administrative, legal, or security purposes.
- 10.3 Should clarification of any of the above points, or any other points regarding our collection, use and storage of data, you can email us your questions at info@marvelloushistory.com