

Rosewood Literary Services

Privacy Policy

I am a registered sole trader operating as Rosewood Literary Services. I offer manuscript assessments, copyediting, proofreading and authenticity reading to individuals and organisations. My client base is worldwide.

This policy describes how I protect and make use of the information you give me.

If you are asked to provide information, it will only be used in ways stated in this policy.

Why do I collect data from you?

I gather and use certain information about you to:

- Respond to your requests for information (e.g. my availability or a quote for editorial services)
- Allow you to register for a special offer
- Allow me to contact you while an editing project is ongoing
- Enable certain functions on my website
- Better understand how visitors use my website.

What information do I collect from you?

I collect the following minimal information:

- Name
- Contact postal address
- Email address
- Information pertinent to your enquiry (e.g. word count, nature of project, whether you're an author or editor).

How do I use this data?

The data I collect is used as follows:

- For my internal accounting processes (e.g. so I can invoice you) and so that I am compliant with my tax authority (United Kingdom HMRC) should it request an audit.
- To contact you in response to your enquiry, order, quote, special offer or booking.
- To give you access to content you have purchased that resides on my website.
- To record your agreement to the terms and conditions of my editorial services.

I will never use this data for marketing or promotion purposes without getting your permission in writing first (for example, to publish your testimonial for me on my website), or unless you have signed up to be notified about a specific offer.

How do I use cookies?

A cookie is a small file placed on your computer's hard drive. It enables my website to identify your computer as you view different pages on my website.

The only way I use cookies is for web analytics, specifically those provided by WordPress.

Cookies do not provide me with access to your computer or any information about you other than that which you elect to share with me.

You can use your web browser's cookie settings to determine how my website uses cookies. If you do not want my website to store cookies on your computer or device, you can amend your settings. Please note that this may affect how my website functions, and some pages may become unavailable to you.

- To learn more about cookies, visit <https://wordpress.org/support/article/cookies/>.
- To read the WordPress privacy statement and discover how you can request that I remove your information from my analytics data, see the WordPress data privacy policies and approach at: (<https://engb.wordpress.org/about/privacy/#:~:text=WordPress.org%20does%20not%20disclose,like%20purchasing%20a%20WordCamp%20ticket>) and its data processing terms.

How do I collect your personal data?

I collect and store minimal information via the following forms:

- Contact form (via WordPress)
- Booking confirmation form
- Email (via Outlook).

I will never lease, distribute or sell your information to third parties unless you give me written permission to do so, or I am required to do so by law.

You can ask me to remove your data at any time. Please note that if your information is being held to enable access to content that you've purchased from me, the removal of your data will remove your access.

How do I store your personal data?

The minimal information I collect is stored on the following data servers:

- WordPress. This is my website host. It is password-protected and has SSL certification (HTTPS) to provide an additional layer of security. You can access the WordPress privacy policy here: <https://engb.wordpress.org/about/privacy/#:~:text=WordPress.org%20does%20not%20disclose,like%20purchasing%20a%20WordCamp%20ticket>
- WordPress. This is my blog-subscription management system. WordPress requires a double opt-in. That means that after a subscriber signs up, they must confirm their opt-in via email.
- Microsoft Outlook. This is the UK-based password-protected server I use to communicate via email. You can access its privacy policy here: <https://privacy.microsoft.com/en-gb/privacystatement>.

How long do I keep your data for?

Because many of my clients work with me more than once, I do not delete data unless specifically asked to do so.

- HMRC requires me to keep records for at least five years after the 31 January submission deadline of the relevant tax year.
- Please ask me if you want me to delete or amend your records. As long as I'm complying with HMRC's legal requirements, I'll action your request immediately.

With whom is your data shared?

No one, unless you request that I do so in writing, or HMRC elects to audit my business.

Contact me

If you have questions or requests for modification or removal of your data, you are welcome to email me at RosewoodLS@outlook.com or write to me at Rosewood Literary Services, 57 Newhall Road, Swadlincote, Derbyshire DE11 0BD.

