

At TipTop Party we take the protection of your personal and non-personal data very seriously.

We appreciate that your personal data is important to you and so we are committed to protecting your privacy and any personal data that we hold. We collect information from you when you visit our website, our pages on social media, and when you contact us either online or over the phone. This privacy policy and our use of your data has been designed to uphold the new General Data Protection Regulation (GDPR). This policy explains the types of data we collect, how we use it and how we ensure that your privacy is maintained along with explaining your legal rights regarding your data.

What data we collect?

We collect two types of data from you: personal data and non-personal:

Personal Data: Name or company name, Contact details (e.g. address, phone number, email address), payment details (e.g. bank account, debit/credit card details).

Non-personal Data: Other details related to your booking, details related to how you used our website, details available on social media and other publicly available information.

If you enquire with us or make a booking for our services, we will collect both types of data so that we can discuss your requirements and fulfil your booking needs: your personal details as well as specific details about your event will be collected. As stated on our website. If you provide your contact details you are choosing to receive email updates and information from us with regards to you brooking and our services. Also we may contact you again after we have proved our services for example to ask you for feedback or to remind you about our services and updates. You can opt out of these at any time.

By law we cannot send marketing email or texts to individuals without specific consent. However, there is a limited exception if you are a previous customer as long as we contact you about the same or similar products.

How long do we store your data and security of your data?

When you give us personal information, we make sure that it is store securely. We will absolutely not share your information with third parties for marketing purposes. As a legal obligation HMRC require us to keep records for at least 5 years. No payments information stored by us.

Your rights

You have the right to ask us not to process your personal data for marketing purposes and to be informed about processing of your personal information. You have the right to object to processing of your personal information. You can also have a right to access the information we hold about you. You can contact us to correct any personal and non-personal data and restrict how your personal data is processed.

How you can complain

If you are not happy with how we handle your data please contact us by email. If after raising a complaint with us you feel dissatisfied you may contact The Information Commissioner's Office. (www.ico.org.uk or call 0301231113)

Contact details

Email: info@tiptopparty.co.uk

Phone: 07770273023

Contact form on our website.

Post: Mrs I Hunt 102 Mancroft Avenue, Bristol. BS11 0HY

Policy last updated September 2020