



Bicycle Repair Hub: Privacy Notice

Contact details

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E-mail: bicyclerepairhub1@gmail.com

Website: www.bicyclerepairhub.co.uk

The type of personal information that I hold

I collect and process customer names, addresses and contact details.

How I get the information and why I have it

The personal information that I process is provided directly by you to me to provide bicycle service, repair and build including collection and delivery.

Under the General Data Protection Regulation (GDPR), the lawful base that I rely on for processing this information is that I have a contractual obligation.

What I do with the information that I have

I use the information that you give to me to provide bicycle service, repair and build including collection and delivery. I do not intend to share this information with anyone else unless I have a legal obligation to do so.

How I store your information

Your information is securely stored electronically. My laptop and any back up devices or mechanisms are password protected.

I keep customer name, address and contact details for 6 years beyond the accounting period to which the transaction relates. I will then dispose of your information by deleting the relevant electronic files.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access: you have the right to ask me for copies of your personal information.
- Your right to rectification: you have the right to ask me to rectify information that you think is inaccurate. You also have the right to ask me to complete information that you think is incomplete.
- Your right to erasure: you have the right to ask me to erase your personal information in certain circumstances.
- Your right to restriction of processing: you have the right to ask me to restrict the processing of your information in certain circumstances.

- Your right to object to processing: you have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability: you have the right to ask that I transfer the information that you gave to me to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you. Please contact me at bicyclerepairhub1@gmail.com if you wish to make a request.

Cookies

Like most websites, www.bicyclerepairhub.co.uk uses cookies. Cookies are small pieces of data stored on a site visitor's browser. They are typically used to keep track of the settings users have selected and actions they have taken on a site. Cookies are essential for the effective operation of websites and are used to 'remember' when your computer or device accesses my website.

Cookies will remain on your computer or mobile device for different periods of time. Some cookies are 'session cookies', which means they only exist when your browser is open and are automatically deleted when you close your browser. Other cookies are 'persistent cookies', meaning they survive after your browser is closed and can be used by websites to recognise your computer when you re-open your browser later. You can of course set your browser to block cookies.

The cookies placed on my website are categorised as essential cookies, as detailed in the table below.

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Cookie for fraud detection of calls	Session	Essential
hs	Security Cookie for Hive (legacy)	Session	Essential
svSession	Session cookie for identification	6 months	Essential
SSR-caching	Performance cookie for rendering	24 hours	Essential
TS*	Cookies for attack detection	Session	Essential
bSession	Used for system effectiveness measurement	24 hours	Essential
fedops.logger.sessionId	Tracking session errors and issues (resilience)	12 months	Essential
_wixAB3 *	Cookie for site experiments	6 months	Essential
server-session-bind	Cookie for API protection	Session	Essential
client-session-bind	Cookie for API protection	Session	Essential

If you share my website content on social networks, such as Facebook and Twitter, you may be sent cookies from these websites. I do not control the settings of these cookies, so please check the third party websites for more information about how to manage them.

My website may include links to third party websites. Clicking on those links or enabling connections may allow third parties to collect or share data about you. I do not control these third party websites and am not responsible for their privacy statements.

If you want to find out more information on cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org

How to complain

Please contact me at bicyclerepairhub1@gmail.com if you wish to make a complaint about how I have used your data. You can also complain to the Information Commissioner's Office if you are unhappy with how I have used your data. The ICO's address is:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire. SK9 5AF
Helpline number: 0303 123 1113