

PRIVACY POLICY



At Hellenic Bookservice, we take the privacy and security of your personal information seriously. This privacy policy explains how and why we use the personal information you give us and tells you about your rights in relation to it.

The Policy is effective from May 25th 2018, and incorporates the requirements of the European General Data Protection Regulation, (GDPR). We may need to make changes from time to time, and any updates will be recorded here.

OUR PRIVACY POLICY EXPLAINS:

- Who we are
- How we collect your information
- The kinds of information we collect and use
- How we use cookies and what they are
- How we use the information we collect
- The lawful basis for using your information
- Who we share your information with
- Where your information is held and used
- How long we keep your information
- How we protect your information
- Your rights in relation to the information we hold
- How to make a complaint

WHO WE ARE

‘We’ in this policy refers to Hellenic Bookservice. We trade as booksellers. Our registered office is at 89 Fortess Road, London NW5 1AG. For the purposes of the Data Protection Act 1998 and the General Data Protection Regulation, we are the ‘Data Controller’.

HOW WE COLLECT YOUR INFORMATION

We may collect information from you in the following ways:

- When you order and purchase goods or services from us in our shop, over the phone or online
- When you send us emails or letters and when you contact us by telephone

THE KINDS OF INFORMATION WE COLLECT AND USE

The information we collect and use may include your name, address, email address, IP address, telephone number and credit card details. When you order, we may collect from you the details of third parties in order to deliver the requested service. Orders for children may include their names and addresses.

HOW WE USE COOKIES AND WHAT THEY ARE

First Party Cookies are small files that are saved onto your computer or other device when you visit our website. First Party cookies are used to enable our website to function well, and make your online experience better, for instance they are used to remember the contents of your “basket.” They do not record your personal information. You can choose not to accept these cookies, but the website may not work properly for you.

HOW WE USE THE INFORMATION WE COLLECT

Buying Online, by Telephone or in Our Shop

We use your personal information when we process your orders, take payment and provide you with goods and services that you purchase from us. If you ask us to send goods to someone else, we may collect and use their information to complete your order.

Emails, Telephone Calls, Letters and Enquiries in Person

When you email us, telephone, or contact us in person, we will only hold and use your details where they are necessary to reply to your request, complaint or enquiry.

THE LAWFUL BASIS FOR USING YOUR INFORMATION

On the whole we rely on the fact that using your information or that of third parties is necessary to perform a contract for the sale of goods or services, or where it is necessary for the pursuit of our providing customers with a high level of accurate service and improving that service, providing an expected service in relation to handling customer enquiries and complaints and preventing and detecting crime.

WHO WE SHARE YOUR INFORMATION WITH

We never sell your information or allow it to be used by third parties for marketing. We may share your information with selected third parties for some of the purposes explained in the section explaining how we use the information we collect, including:

- Companies who provide us with IT services
- Payment service providers who help us process transactions
- Law enforcement or other regulatory bodies when required to
- Where we do share your information, we do so under arrangements that fulfil the legal requirement to keep it safe and secure.

WHERE YOUR INFORMATION IS HELD AND USED

Most of the processing of personal information we carry out is within the UK and the European Economic Area. (EEA) Where it is processed by a third party outside of the EEA we make sure that your information is protected to the same level that it would be within it.

HOW LONG WE KEEP YOUR INFORMATION

In general, we keep your information only as long as is necessary to provide you with the goods or services you have requested. After that we do not retain personal information, except where required to comply with legal or contractual obligations - for instance to comply with the policies of some credit card companies.

HOW LONG WE PROTECT YOUR INFORMATION

We protect your information by ensuring that access to it in any form is strictly monitored and limited, by keeping effective data protection software in place wherever information is stored digitally, and by monitoring and protecting our website with appropriate security measures. We only select trusted third parties to process your information on our behalf.

YOUR RIGHTS

You have your rights explained below in relation to the ways that we use your information, and you can exercise them by contacting the Data Protection Manager by telephone (020 7267 9499), in writing at 89 Fortess Road, London NW5 1A, or by emailing data@hellenicbookservice.com

Right to be Informed

You have the right to receive clear and easily understood information about the personal information we collect and use. We provide this information in our Privacy Policy and privacy notices.

Right of Access

You can ask us to provide a copy of any personal information we hold about you. This is known as a Subject Access Request, and once we have verified your identity, we will respond within 30 days. This is provided free of charge, but repeat requests for the same information may incur a processing fee, as will manifestly unfounded excessive or repetitive requests. The charge will reflect the cost of fulfilling the request.

Right to Rectification

You can request that we correct any personal information if it is inaccurate or out of date.

Right of Erasure

You can request that your personal information be permanently removed from our databases and systems where it is no longer necessary for us to hold on to it.

Right to Withdraw Consent

You can withdraw permission you have previously given to us to use your information where we are relying on that permission as a lawful basis for using it.

Right to Data Portability

You have the right to ask that we provide you with your personal information in a form that can be easily used if you choose to move it to another organization and where possible, to send it to them directly. (This applies only where we are using consent or the need to perform a contract as a lawful basis for using your information.)

Right to Restrict Processing

Where there is a dispute in relation to the accuracy of the information we hold or the way we are using it, you have the right to ask that we stop using your information any further.

Right to Object to Processing

Where we are relying on our legitimate interest as a lawful basis for using your information, you have the right to object to us using it.

We do not use your information for profiling or automated decision-making.

COMPLAINTS

Beyond these statutory rights, if you are not happy about our use of personal information, you can complain to us using the contact details above, and we will do our best to put things right. If you remain unhappy, or wish to complain to the regulatory authorities, you can contact the Information Commissioners Office (ICO) by telephone on 0303 123 1113, via their website at <https://ico.org.uk/concerns/> or in writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.