

MARVELLOUS HISTORY PRIVACY POLICY

Who we are:

The company name is Marvellous History Limited. Our website is www.marvelloushistory.com. Our registered address is:

Marvellous History
Waveney House,
The Street,
Redgrave,
Diss,
Norfolk,
IP22 1RY
UK

Our office address is:

Marvellous History,
Unit 12,
Diss Business Centre,
Dark Lane,
Scole,
Diss,
Norfolk,
IP21 4HD
UK

Data we collect and why we collect it:

We use Gravity Forms to power our contact, booking and feedback forms. User information is held by Gravity Forms and accessible by site administrators in order to follow up on enquiries, bookings, and feedback to improve our services.

This information is also sent by email to site administrators to follow up, which is held on Microsoft Office 365 and Google email servers.

If you choose to fill out an enquiry form or make a booking, we will also add you to our newsletter mailing list to inform you of useful resources, send reminders to book, and keep you updated with any information that may be useful to you. You can opt out of this service at any time by following the link on the email.

This site does not require a login (except for Marvellous History staff) and no cookies are collected.

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

We sometimes carry out analysis of data collected to understand the effectiveness of our marketing. Any analysis will not include personal data such as names, telephone numbers or email addresses, but may include postcode, workshop topic, group size and age and where you have told us you found out about us.

Who we share your data with:

We do not share your data with anyone outside of our business. Booking enquiries, confirmations and feedback will be shared with our sub-contractors for the purposes of fulfilling our contract with you.

Where we send your data:

We do not share your data with any person outside of the organisation except to sub-contractors where it is required for completion of contracts, and the third-party applications that we use to administer the business (see additional information below).

How long we retain data:

Data is retained in accordance with record keeping requirements, for a minimum of 5 years from enquiry. After this time data will be archived offline.

What rights you have over your data:

You can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Your contact information:

We ask for your contact information through our contact and booking forms. By using the form, you are agreeing to share your data with us for the purposes of our business. If you do not wish to use the contact form, you can email us instead at dom@vikingschoolvisits.com, but booking information is required for us to complete your contract. By using our services, you are agreeing to us using your data for its given purpose.

We may hold any of the following data for business use:

- Your name
- Your email address (work or personal)
- Your place of work (school)

- Your position
- Your mobile phone no.

We do not hold personal home addresses except in the case of home-school bookings where necessary for invoice details.

We also do not hold financial information, marital status, nor any other personal information that could be used to identify you.

How we protect your data:

Data is stored within the third-party applications listed below for reasons of administering our business. No data is shared with any outside bodies except where legally required to comply with company law. No data is shared, sold or distributed for any reason other than administering our business.

Data is also held on physical hard drives on a password protected laptop. Data is not printed out or held in paper form with the exception of personal names, mobile phone numbers and places of work (schools) which will be printed for use in timetabling and risk assessing of workshops. The data held will be copied to the data owner (client) as well as the company and subcontractor on completion of the timetable/risk assessment.

What data breach procedures we have in place:

We have no servers of our own and rely on those of our third-party applications as listed below. Data breaches remain the responsibility of the companies providing the applications and services.

In the case of possible data breach through theft of company equipment (laptops etc.), 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.

What third parties we use

We use the following online services in our day to day running of the business. Their data protection and use policies can be found on their individual websites:

- WordPress: Website design & themes
- Bluehost: Hosting
- Microsoft: Office 365 (email and contacts)
- Workflow Max: Project management and CRM
- Xero: Accounting
- Paypal: Payment processing
- Woocommerce: Website shop
- Mailchimp: Newsletters, mailing list
- Google: Analytics, search engine, advertising
- Facebook: Advertising, business page
- Instagram: Advertising, business page
- X/Twitter: Advertising, business page
- Dropbox: Document and data storage
- Addpeople: Google ads management

What automated decision making and/or profiling we do with data:

We do not use automated decision making or profiling with user data.

Industry regulatory disclosure requirements:

No industry regulatory disclosure requirements are in force.

Requests for Information:

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 dom@marvelloushistory.com