

Cosmic Sparkle Entertainment Ltd.
EU General Data Protection Regulation 2016 (GDPR)

We, Cosmic Sparkle Entertainment Ltd trading as Cosmic Sparkle® are committed to protecting and respecting your privacy. This policy, together with any other documents referred to within, sets out the basis on which we will process any personal data that we collect from you, or that you provide to us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (Act) / EU General Data Protection Regulation 2016 (GDPR), the data controller is Cosmic Sparkle Entertainment Ltd t/a Cosmic Sparkle® of 7 Shepherds Close, Winchester, SO22 4HU. We are a company registered in England and Wales 09679448 and our registered office is 36 Fifth Avenue, Havant, PO9 2PL

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1. Individuals whose data we collect and process

1.1 We collect and process from Care Home staff, Companies and private individuals:

1.1.1 visitors to our website at <https://www.cosmicsparkle.com>

1.1.2 individuals who are authorised by us to use our software and services on our behalf (Authorised Users);

1.1.3 individuals who are end users of our services (End Users). Our customers use our software and services to create profiles of their physical premises.

You will fall into one or more of these categories of individuals.

2. Information we process about Individuals

We may collect and process the following data about our Individuals:

2.1 information that you provide by filling in forms on our site, by telephone or speaking to us directly. This includes information provided at the time of booking our services or requesting further services or information. We may also ask you for information when you report any problems;

2.2 if you contact us, we may keep a record of that correspondence;

3. Information we process about End Users

3.1 In addition to the above, we process information on behalf of ourselves about our End Users including:

3.1.1 information submitted to our customers directly;

3.1.2 information acquired from information suppliers or generally available on the internet.

4. Retention & Deletion

Cosmic Sparkle® retains your information while you / your company remains an active client, unless you ask us to delete your information. If you stop being an active client we will retain your information unless you request that your details be deleted; however we will only contact you if we believe the information we intend to send to you could be of 'legitimate interest' to you or your employer.

Subject to applicable law, Cosmic Sparkle® may retain information after account deletion:

4.1 If there is an unresolved issue relating to your account, such as an outstanding invoice on your account.

4.2 Cosmic Sparkle® may also retain certain information if necessary for its legitimate business interests, such as fraud prevention.

4.3 If we are required to by applicable law; and/or in aggregated and/or anonymized form.

5. IP addresses, cookies and similar technologies

5.1 Cosmic Sparkle® does not collect any personal data from, or use cookies on, our website and does not use any kind of analytical engine to determine website usage.

6. Where we store Individual's personal data

6.1 The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

6.2 We share your personal data with our new booking system Bookeo (active since 16th August 2019) (<https://www.bookeo.com/>) and our accountancy software Xero (<https://www.xero.com/uk/>) and we have verified all such information is securely encrypted and accessible only by us.

6.3 We have also arranged that all our existing customer data held within our previous booking software (<https://www.timely.com/>) will be deleted by that company on 6th November 2019.

7. Security and Control of Data

7.1 All information you provide to us is stored on secure servers and is accessible only by us.

7.2 Please note that the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information whether collected by us or on our own, or on our customer's, behalf, we will use strict procedures and security features in order to reduce the risk of unauthorised access.

8. How we use your information

8.1 We use information held about you in the following ways:

8.1.1 to ensure that content from our site is presented in the most effective manner for you and for your computer;

8.1.2 to provide you with information on services that you request from us;

8.1.3 to carry out our obligations arising from any contracts entered into between you and us;

8.1.4 to notify you about changes to our service;

8.1.5 to generate personal profile reports about you which we use to help to tailor our our interactions with you to suit your preferences.

8.2 We do not disclose personal information about individuals to advertisers or sell your or your employer's information to any other organisation for marketing purposes.

9. Sharing your information

9.1 We may disclose your personal information to third parties if:

9.1.1 we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;

9.1.2 if Cosmic Sparkle Entertainment Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;

9.1.3 if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of Cosmic Sparkle Entertainment Ltd, our customers, or others.

9.2 You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right at any time by contacting us at admin@cosmicsparkle.com

10. Links to other sites

Our website contains links to and from the websites of our booking software partner and social networks. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

11. Accessing your Information

11.1 The Act gives you the right to access information held about you. You can find out if we hold any personal information about you by making a "data subject access request" under GDPR 2018. If we do hold information about you we will:

- 11.1.1 give you a description of it;
- 11.1.2 tell you why we are holding it;
- 11.1.3 tell you who it could be disclosed to; and
- 11.1.4 let you have a copy.

11.2 Any formal subject access request should be made in writing to the address below. This will be provided FOC. However we may charge a reasonable fee for repetitive, unfounded, or excessive requests or additional copies.

12. How can you Update or Change your Information?

12.1 If at any time you wish to change your information, you can contact us, providing the updated information.

12.2 If you wish to opt-out of email or SMS notifications and communications you can contact us and we will ensure you do not receive any more communications.

13. Data Subject Rights

13.1 Right to Rectification - the right to request the controller rectify inaccurate personal data.

13.2 Right to Object - the right to object to processing based on either public interests or legitimate interests. Processing must stop, unless the controller demonstrates compelling grounds for continuing the processing or that the processing is necessary in connection with the controller's legal rights.

13.3 Right to Object to Direct Marketing

13.4 Right to be Forgotten - the right to have the controller erase personal data without undue delay. Contingent on the occurrence of one of the following:

13.4.1 The data is no longer necessary;

13.4.2 The data subject withdraws consent (and consent is the legal basis for processing);

13.4.3 Controller has no overriding grounds for continuing processing against the objectification;

13.4.4 Processing was unlawful;

13.4.5 Erasure is necessary with EU or national law.

13.5 Right to Restrict Processing - the right to have the controller restrict processing if:

- 13.5.1 The accuracy of the data is contested;
- 13.5.2 Processing is unlawful;
- 13.5.3 The controller no longer needs the data for its original purpose, but needs it for legal purposes;
- 13.5.4 Erasure is pending.
- 13.6 Right of Data Portability - the right to receive a copy of your data in a commonly used machine-readable format for transfer to another controller. This will be in .pdf format.

13. Changes to Our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page.

This copy (revision 2) is dated: Sunday 25 August 2019

The latest copy is available here: [Current Privacy Policy](#)

14. Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to admin@cosmicsparkle.com or in writing to Cosmic Sparkle Entertainment Ltd t/a Cosmic Sparkle, 7 Shepherds Close Winchester, SO22 4HU.

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