

Here at Spiderwize your privacy is our priority.

Please find below our privacy policy, we've tried to make it as easy to read as possible not hide behind long words and clauses. If you do have any questions or require any more information you can email us at Spiderwize and we'll be more than happy to help!

The formal bits:

Company: Bonacia Ltd

Brand: Spiderwize

Company Number: 05368980

Data Protection Officer: We engage an external team to look after and advise us on our Data Compliances, they are Xynics Data Solutions Ltd and can be contacted at compliance@bonacia.co.uk, on 0330 3800628, or by writing to them via our address below;

Address: Remus house, Coltsfoot Drive, Woodston, Peterborough, PE2 9BF

Data Protection registration number: ZA230462

Spiderwize will not share or transfer your data to any third parties, however to manage our emails, we may save your email address and name on a system called Ontraport (who are subscribed to the EU-US Privacy Shield framework which ensures they follow EU laws in their processing and security) and we will send any orders through Royal Mail or Parcel Force who have their own GDPR policies.

We've tried to make how we process your data as simple as possible to understand. Use the handy table below to check out when, what, why and how we process your personal data, but first;

When...	What?	Why?	How and How long? (Lawful Basis and retention)
You send us your manuscript	Your Name, telephone number and email address	So we can log your information on our system and produce you an evaluation	Contractual We will hold this information of 12 months as you may want us to use the files we assessed to sign up
When you contact us	Name, telephone number and email address	So we can reply to you	Legitimate Interest Not long, 3 months and then all info is deleted
Requesting a sample	Name, telephone number, email address and delivery address	So we can send you a lovely sample	Contractual 12 months for this one. If you have had a sample, love it and want to order something similar we need to know what we

			sent you
You sign up to our newsletter	Name and email addresses	To send you the best newsletter ever (in our opinion)	Consent Based We will send the newsletter for 12 months. After the 12 months are up we will ask you if you want to resign up. In the extremely unlikely event that you don't we will deleted any data we hold relating to you
You place an order	Name, telephone number, email address, delivery address	So we can process and produce your amazing books	Contractual We will keep this information for 10 years! I know it seems like a lot but if you would like a reprint of your books we need to be able to identify you. We have had customers returning many years later for a reprint

When we take payments from you online or by post;

Bonacia Ltd do not store any payment information ourselves, other than an indicator of the success or failure of a payment, however we do us PayPal to process our payments by credit card, debit card or paypal. When you (or we on your behalf if by post or telephone) process a payment, this information is submitted to that provider and they may retain that information for their own purposes. You can review their privacy policy [here](#).

International Data Transfers

Bonacia Ltd utilise the Amazon Cloud services to store and process data. Amazon.com Inc. subscribe to something called the EU-US Privacy Shield Framework, which means they have committed to processing information in accordance with EU law, and thus abide by the GDPR. You can view their current registration on this scheme [here](#).

Don't worry, your information is safe, our services are in a private cloud and are encrypted, so nobody but us (not even Amazon themselves) can access or view the information we store.

Your rights over your information

By law, you can ask us to;

- provide you with a copy of or access to all information we hold about you,
- correct it if it is inaccurate
- erase it.

You can also ask us to stop using your information, in part or in full – the simplest way to do this is to withdraw your consent, which you can do at any time, either by clicking the unsubscribe link at the end of any of our emails, or by emailing, writing or telephoning us using the contact details above.

If our lawful reason for processing your information is not consent and you would like us to stop using it you can submit a request by email, post or telephone, please use the contact information provided above.

You can also ask us to give you a copy of the information and to stop using your information for a period of time if you believe we are not doing so lawfully.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

For those of you who would like more information on how we look after and protect your data please see the FAQs below.

How/where is my data stored?

All personal data is held within Bonacia's secure network which uses 'per user' based access control, or on our secure Amazon server (as detailed in the above International Data Transfer Section).

Each brand within Bonacia has its own dedicated folder structure, which ensures that only those Bonacia employees that need to see any personal information can.

Do you use the illusive 'Cloud' to store data or backups, if so how do you keep it safe?

We use Netgear and for this, they are very reputable companies and know what they are doing. All data is encrypted using 128 bit SSL secure connection for transmission and 256 bit AES encryption for the physical data.

All data also hides behind firewalls and are password protected.

Are your premises secure?

Of course! We have a motion sensor alarm system, window locks and films, a strict visitor policy, CCTV and a clean desk policy to make sure your data is safe.

Are your staff responsible and reliable, and will they look after my data?

Firstly we only employ responsible people, we get full references and all members of staff have completed a DBS check so we know who we're working with.

We also train our staff in data protection and have policies and procedures in place to make sure your personal data stays safe.

How is paper with personal data on safely and securely disposed of?

We have secure shredding bins in the office, these are locked and secure at all times. They are picked up monthly and shredded off site. Don't panic though the vans are well protected with CCTV and we get a pick up note and confirmation when all our waste has been securely destroyed.

So there you have an overview of how we protect your data. You can now relax and know your data is in safe hands. If you would like any further information on how we look after your data please contact us and we'll be more than happy to help.