

Terms and Conditions

1. Website terms and conditions

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- 1.8 Your use of this website and any dispute arising out of such use of the website is subject to the laws of Guernsey.

2. Data Protection

2.1 Introduction

The EU General Data Protection Regulation ("GDPR") came into force on 25 May 2018. The new Regulation aims to standardise

data protection laws and processing across the EU, giving people greater rights to access and control their personal information. No special category data will be collected or stored, such as racial or ethnic origin, political, philosophical, or religious beliefs, trade union membership or genetic or biometric data. Health data will only be collected or stored in relation to insurance business as required.

2.2 Our Commitment

The Guernsey Guide are committed to ensuring protection of all personal information that we hold, and to provide and to protect all such data. We recognise our obligations in updating and expanding this program to meet the requirements of GDPR. We are dedicated to safeguarding the personal information under our control and in maintaining a system that meets our obligations under the new regulations. Our practice is summarised below. We currently collect and process the following information:

Personal identifiers, contacts and characteristics (for example, name, address and contact details), financial information, other information relevant to providing effective services to you.

2.3 Data retention

We will store your personal data on record and process it in accordance with this privacy statement until you either withdraw consent, because there is no legitimate reason for The Guernsey Guide to continue keeping your details on record, or local laws direct us otherwise.

2.4 Use of gathered information

We require this information to understand your needs and provide you with an effective service, and in particular for the following reasons:

1. Internal record keeping,
2. To identify your product and service requirements,
3. To improve our products and services,

4. We may periodically send promotional emails and/or letters about new products, special offers or other information which we think you may find of benefit, and
5. If you have consented to receiving marketing information, and product and service updates, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or mail.

We will not sell, distribute, or lease your personal information to third parties unless we have your permission or are required by law to do so. If you have consented, we may use your personal information to send you promotional information about third parties which we think you may find interesting.

We already have a consistent level of data protection and security across our organisation as we;

2.4.1 Information Audit — We carried out an audit of information previously held and

ensured that it was compliant with the new regulations.

2.4.2 Policies and Procedures — we have data protection policies and procedures to

meet the requirements and standards of the GDPR and any relevant data

protection laws, including:

- 2.4.2.1 Data Protection - our main policy and procedure document for data protection has been revised to meet the standards and requirements of the GDPR. Accountability and governance measures are in place to ensure that we understand and adequately disseminate and evidence our obligations and responsibilities; with a dedicated focus on privacy and the rights of individuals.

- 2.4.2.2 Data Retention and Erasure - we have our retention policy and schedule to ensure that we meet the "data minimisation" and "storage limitation" principles and that personal information is stored, archived and destroyed in accordance with our obligations. We have procedures in place to meet the new "Right to Erasure" obligation.
- 2.4.2.3 Data Breaches - our procedures ensure that we have safeguards in place to identify, assess, investigate and report any personal data breach as early as possible. Our procedures have been explained all employees.
- 2.4.2.4 Subject Access Request (SAR) - we have revised our SAR procedures to accommodate the revised 30-day timeframe for providing the requested information and for making this provision free of charge
- 2.4.2.5 Privacy Notice/Policy - we have our Privacy Notice(s) to comply with the GDPR, ensuring that all individuals whose personal information we process have been informed of why we need it, how it is used, what their rights are, who the information is disclosed to and what safeguarding measures are in place to protect their information.
- 2.4.2.6 Obtaining Consent – we have our consent mechanisms for obtaining personal data, ensuring that individuals understand what they are providing, why and how we use it and giving clear, defined ways to consent to us processing their information
- 2.4.2.7 Direct Marketing - we have revised the wording and processes for direct marketing, including clear opt-in mechanisms for marketing subscriptions; a clear notice and method for opting out and providing unsubscribe features on all subsequent marketing materials.

- 2.4.2.8 Processor Agreements - where we use any third-party to process personal information on our behalf (ie Payroll, Recruitment, Hosting, etc), we have drafted compliant Processor Agreements and due diligence procedures for ensuring that they meet and understand their/our GDPR obligations.

2.5. Data Subject Rights

We provide easy-to-access information via our website of an individual's right to access any personal information that we processes about them and to request information about:

- 2.5.1 what personal data we hold about them,
- 2.5.2 the purposes of the processing,
- 2.5.3 the categories of personal data concerned,
- 2.5.4 the recipients to whom the personal data has/will be disclosed,
- 2.5.5 how long we intend to store your personal data for,
- 2.5.6 if we did not collect the data directly from them, information about the source

the right to have incomplete or inaccurate data about them corrected or completed and the process for requesting this,

- 2.5.7 the right to request erasure of personal data (where applicable) or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use,
- 2.5.8 the right to lodge a complaint or seek judicial remedy and who to contact in such instances.

2.6. Information Security and Technical and Organisational Measures

We take the privacy and security of individuals and their personal information very seriously and take every reasonable measure to protect and secure the personal data that we process. We have robust information security policies and

procedures in place to protect personal information from unauthorised access, alteration, disclosure or destruction.

2.7. GDPR Roles and Employees

- 2.7.1 We have designated Jamie Cirigliano as our [Data Protection Officer (DPO)/Appointed Person] to develop and implement our roadmap for complying with the new data protection Regulation. The team are responsible for promoting awareness of the GDPR across the organisation, assessing our GDPR compliance, identifying any gap areas and implementing the new policies, procedures and measures.
- 2.7.2 We understands that continuous employee awareness and understanding is vital to the continued compliance of the GDPR and have involved our employees in our preparation plans.

If you have any questions about our GDPR compliance policies, please contact [Data Protection Officer (DPO)/Appointed Person].

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