



Elite Star VA Privacy Policy

Introduction

At Elite Star VA we take your privacy and data security very seriously. Please read through this data Privacy Policy. If you have any questions or concerns contact me at bianca@elitestarva.co.uk. Elite Star VA is a registered member of the ICO and our registration number is ZA317904.

Who we are?

Data controller:	Bianca Botten
Company name:	Elite Star VA
Email:	bianca@elitestarva.co.uk
Data retention period:	6 years

What information do we collect?

Most of the information we process comes from you. Once you buy our services we will collect information from you at the beginning of our working relationship. We collect your email address, phone number and postal address so we can provide what we have contracted to you, invoice you and keep proper records of our business relationship. We also collect some background information from you.

We process your data to support the delivery of services you have bought. We keep records of the services provided to you, and information you give us, so we can support you when needed and advise you of any additional services you may need.

Your sensitive data

If you supply Elite Star VA with credit card, passport information or passwords your sensitive data is stored using [LastPass](#). If we need to send any sensitive data we will use [WeTransfer](#) to securely send you files.

Payments

If you pay us by BACS or direct transfer, we only know what the bank tells us, which is usually the name of the person who paid us, how much and the reference number.

Supplier and associates

We collect information on potential and actual suppliers and associates. This is mostly provided by you. If you become a supplier or associate we keep a copy of the contract between us and your bank details so we can pay you. We also keep a record of invoices/payments for accounting purposes. We keep a record of the work you undertook for us/our clients along with any comments, reviews or suggestions about that work including complaints (if any) and their resolution. This information is all needed to manage our customer relationships and our supply chain.

What legal basis do we have for processing your personal data?

Elite Star VA will keep data if we have a legitimate interest and you are a client, associate or supplier. You will have given us your consent and we will have a working relationship. If you are a client or associate we will have a contract.

When do we share personal data?

We will always treat personal data confidentially and only share minimum details (if any) when necessary to provide services or conduct business operations. We may share your login details such as social media with associates using LastPass. Your passwords will be hidden to minimise associates viewing your passwords. Credit card and passport information is not shared.

We do not sell or exchange your personal data with organisations who may want to sell you something or use your data for research or other purposes.

People

We have an outsourced support team for our own business which may include Virtual Assistants, Web Designers, IT support, Sales and Marketing, Accounting and more. They have limited access to your data, where the service they provide to us means they need it. For example, if we invoice you, our Accountant needs to process the information in the invoice.

Where is your data located

Like most small businesses, we do not have any tailor-made software – we use mainstream packages for everything from our customer records, to email, to accounting.

This means that some of your data may be held in the European Economic Area, and some may be held in services in the USA (with suitable data privacy shields) or elsewhere. We have picked mainstream suppliers with appropriate security standards.

How do we secure personal data?

We secure your personal data by encrypting any sensitive files on our laptop using Veracrypt. Our laptop is also password protected. We make a backup of our files which is encrypted and a further encrypted backup which is kept off-site. Additionally we carry out a yearly audit of our laptop to ensure all sensitive data is encrypted.

Your rights in relation to personal data

You have the right to know what information we are collecting on you, and to amend it if it is inaccurate. If you feel for some reason we have information we should not be keeping, or it is out of date or otherwise wrong, please let us know and we will take appropriate action.

Most of the information we hold is not based on your individual consent but is based on our needing the information to run our business and provide our products and services.

If you want to know what information we have about you (if any) email us at the email address set out above and give us your name, email address(es) and we will happily do a search and let you know what information we hold on you and how we are using it/have used it.

You have a “right to be forgotten” - but that does have some legal limits to it. If you want us to remove information about you, let us know. If you have been a customer, we may not be able to remove all data as we will have to ensure that we can continue to comply with legal, accounting, taxation and our insurer’s requirements.

How to contact us?

If you have questions or concerns about this Privacy Policy please email at bianca@elitestarva.co.uk or 07773 115289.