
GDPR & PRIVACY POLICY

This is the Privacy Policy for Firefly Technology

What this document is relevant to:

What services are covered under this privacy policy.

This applies to when you order or reserve a product using our order form.

- For the website privacy policy, visit <https://firefly-technology.co.uk/privacy-policy.html>
- For the newsletter privacy policy, visit <https://mailchimp.com/legal/privacy/>

What data do we collect?

We collect the following data when you fill in our form:

- Your full name
- Your phone number
- Your email address
- Your address (if choosing delivery)

We also collect non-personal data such as the time and date you filled in the form.

How do you store the data?

We will keep your data secure in Microsoft Forms, and we will not share the password or data with anyone outside of the team. Only your name and address will be used on packaging if postage is opted for. Your data will be deleted by the 31st of June at the latest.

How can I make a GDPR request?

If you wish to have a copy of your data or request us to delete your data, you can email us at fireflytech-help@outlook.com and we will fulfil the request within 7 working days.

We will not be able to delete your data if you opted for postage until after we dispatch your item. If you request for us to delete your data before we dispatch your item, we will fulfil the request within 7 working days from the date we dispatch your item.

How to make a complaint:

You should first contact us on fireflytech@outlook.com

If you feel that your complaint has not been resolved as you expected, you can contact the information commissioner's office. <https://ico.org.uk/make-a-complaint>

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