TILLIPUBLISHING

# Privacy Policy

Website: tillipublishing.com | Effective Date: 21 November 2026 | UK GDPR

## 1. Data Controller

This Privacy Policy explains how **Susanne T Schroder, trading as Tillipublishing**, collects and uses your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

- **Email:** susannetschroder@yahoo.co.uk
- **Address:** 16 Hillside Road, West Kirby, Cheshire, United Kingdom, CH48 8BB
- **Website:** https://tillipublishing.com

## 2. Personal Data We Collect

We only collect the information needed to process book orders, arrange author workshops, or reply to your messages: your name, email address, delivery and billing address, order or booking details, and any notes you send us. Full payment card details are handled directly by Stripe and are never seen or stored by us.

## 3. Why We Use Your Data (Lawful Bases)

| Purpose | UK GDPR Lawful Basis |
|---|---|
| Printing, dispatching, and delivering book orders | **Contract** — necessary to fulfil your order |
| Scheduling and delivering author workshops | **Contract** — necessary to arrange and provide the booking |
| Taking payments and preventing fraud | **Contract** and **Legitimate interests** |
| Keeping tax and accounting records for HMRC | **Legal obligation** |
| Replying to enquiries and handling returns | **Contract** and **Legitimate interests** |

## 4. Who We Share Your Data With

We never sell your personal data. We share it only with the service providers required to run our website and fulfil your orders:

- **Bookvault (UK):** Prints and dispatches your physical book orders to your delivery address.
- **Stripe:** Processes online card, Apple Pay, and Google Pay payments securely.
- **Cal.com & Apple iCloud Calendar:** Manages workshop booking slots and calendar confirmations.
- **Fasthosts (UK):** Hosts our WordPress website and order records.

Where providers such as Stripe, Cal.com, or Apple process data outside the UK, transfers are protected by recognised UK GDPR safeguards (such as UK adequacy regulations or approved transfer clauses).

## 5. How Long We Keep Your Data

- **Order, booking, and payment records:** Kept for **6 years** after the end of the financial year to meet HMRC tax record-keeping rules.
- **General enquiries:** Deleted within **12 months** once resolved.

## 6. Essential Cookies

Our website uses strictly necessary cookies required for the online shop basket (WooCommerce), payment security (Stripe), and workshop calendar (Cal.com) to work properly. We do not use advertising cookies.

## 7. Your Rights & Complaints

Under the UK GDPR, you have the right to request access to, correction of, erasure of, or restriction of your personal data, and to request data portability or object to processing where applicable. To exercise any right, email **susannetschroder@yahoo.co.uk**. We will respond within one month.

You also have the right to complain to the UK Information Commissioner's Office (ICO) at **ico.org.uk** or on **0303 123 1113**.