

# Caro Robson

## Privacy Notice

This notice gives you information on how Caro Robson collects, uses and stores personal data collected via this website.

This is my personal website, but it does have some contact information on consulting and speaking activity, a contacts page (which is entirely optional) and uses cookies to produce analytics. As such, it's collecting personal data about website users, and this notice sets out how that data will be used, shared and retained.

I have a joint-controller called Wix for the purpose of providing website hosting services, which includes placing cookies on your device and providing web analytics. Wix also acts as a data processor to host any information you may choose to enter in the 'contacts' page (including your name, email address and message). There is more information about this below.

### Contact details

If you have any questions on how your personal data is collected or processed in connection with this website, you can contact me via email at: [caro@carorobson.com](mailto:caro@carorobson.com)

### What information we collect, use, and why

This website is primarily aimed at giving information about me and my work. However, it does collect some personal information for the following purposes:

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details

- Marketing preferences
- IP addresses
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information

We collect or use the following information to **provide monthly newsletters and blog updates to those who subscribe**:

- Names and contact details
- Information relating to compliments or complaints
- Marketing preferences
- IP addresses
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information for the **operation of customer accounts and guarantees**:

- Names and contact details
- Addresses

We collect or use the following information for the purpose of **manage and optimise the website**:

- Information relating to compliments or complaints
- Marketing preferences
- IP addresses
- Website and app user journey information

## **Lawful bases for collecting and processing personal data**

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Legitimate interest:

- Where information is collected from cookies for the purposes of website analytics based on a website user's consent, this information will be retained in personal form unless user consent is withdrawn. Where consent is withdrawn, personalised data will be aggregated for the purposes of analysing how the website is used and to optimise future website content.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Legal obligation

Our lawful bases for collecting or using personal information to **provide monthly newsletters and blog updates to those who subscribe** are:

- Consent

Our lawful bases for collecting or using personal information for the **operation of customer accounts and guarantees** are:

- Consent
- Legal obligation
- Legitimate interest:
  - Where an enquiry is made for consulting or speaking services, information may be retained and used for the purposes of maintaining records of work undertaken, including details of any subsequent legal agreements. If a contract is entered into, the legal basis of complying with the requirements of a contract may apply at that stage.

Our lawful bases for collecting or using personal information to **manage and optimise the website** are:

- Consent
- Legitimate interest
  - Where information is collected from cookies for the purposes of website analytics based on a website user's consent, this information will be retained in personal form unless user consent is withdrawn. Where consent is withdrawn, personalised data will be aggregated for the purposes of analysing how the website is used and to optimise future website content.

## Where we collect personal information

- People directly (when you choose to sign -up or send a message via the 'contacts' page)
- From cookies placed on the website to enable analytics

## How long we keep personal information

Information will be held in personally-identifiable form only as long as necessary, but otherwise for the following periods, after which it will be deleted:

### **Purpose: Service updates or marketing purposes**

<b>Type of personal data</b>	<b>Retention period</b>	<b>Action after period</b>
Names and contact details	3 years	Deletion
Marketing preferences	3 years	Deletion
IP addresses	3 years	Deletion
Website and app user journey information	3 years	Deletion
Records of consent, where appropriate	5 years	Deletion

**Purpose: Comply with legal requirements**

<b>Type of personal data</b>	<b>Retention period</b>	<b>Action after period</b>
Names and contact details	7 years	Deletion

**Purpose: Provide monthly newsletters and blog updates to those who subscribe**

<b>Type of personal data</b>	<b>Retention period</b>	<b>Action after period</b>
Names and contact details	3 years	Deletion
Information relating to compliments or complaints	3 years	Deletion
Marketing preferences	3 years	Deletion
IP addresses	3 years	Deletion
Website and app user journey information	3 years	Deletion
Records of consent, where appropriate	5 years	Deletion

**Purpose: Operation of customer accounts and guarantees**

<b>Type of personal data</b>	<b>Retention period</b>	<b>Action after period</b>
Names and contact details	7 years	Deletion
Addresses	7 years	Deletion

**Purpose: Manage and optimise the website**

<b>Type of personal data</b>	<b>Retention period</b>	<b>Action after period</b>
Names and contact details	3 years	Deletion

Information relating to compliments or complaints	3 years	Deletion
Marketing preferences	3 years	Deletion
IP addresses	3 years	Deletion
Website and app user journey information	3 years	Deletion
Records of consent, where appropriate	5 years	Deletion

## With whom we share information

### Joint-controller

Wix, our website provider, uses cookies to operate our website. Some of these cookies are optional; a cookies banner will appear when you first access the site to request your consent to using these cookies. Wix is a joint-controller of information collected via cookies placed on the end user device (computer or mobile phone) of users.

Wix uses the following cookies on this website:

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Cookie for fraud detection of calls	Session	Essential
hs	Security Cookie for Hive (legacy)	Session	Essential
svSession	Session cookie for identification	6 months	Essential
SSR-caching	Performance cookie for rendering	24 hours	Essential
TS*	Cookies for attack detection	Session	Essential
bSession	Used for system effectiveness measurement	24 hours	Essential
fedops.logger.sessionId	Tracking session errors and issues (resilience)	12 months	Essential

_wixAB3 *	Cookie for site experiments	6 months	Essential
server-session-bind	Cookie for API protection	Session	Essential
client-session-bind	Cookie for API protection	Session	Essential

More information on how Wix uses cookies may be found here:

<https://support.wix.com/en/article/cookies-and-your-wix-site>

The following links explain how to access cookie settings in various browsers:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

## Data processors

Wix also acts as a data processor to host our website, its contents, and information collected via the 'contacts' page. This will include any contact information you provide and the contents of any messages sent.

Wix may use sub-processors to host some of your personal data. A full list of Wix sub-processors may be found here: [List of Wix's Sub-Processors | Help Center | Wix.com](#)

Information on how Wix protects your data when it is hosting it on our behalf may be found here: [Wix Security Measures Overview | Help Center | Wix.com](#)

We may also share information with professional or legal advisors, regulatory authorities or organisations with which we're legally obliged to share information.

## **Sharing information outside the UK**

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

## **Your data subject rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.



You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

This privacy policy was last updated on 08 August 2024