

Privacy Policy

Effective Date: 28th August 2024

1. Introduction

Welcome to Isle of Man Celebrants Limited trading as Doyle Celebrant Services (“we,” “our,” “us”). We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [doylecelebrantservices.com], use our services, or engage with us in any other way.

2. Information We Collect

We may collect and process the following data about you:

- **Personal Identification Information:** Name, date of birth, email address, phone number, and postal address.
- **Event Details:** Information related to the ceremonies you are planning, such as dates, locations, and specific requirements including photographs or video recordings.
- **Payment Information:** Credit card details and billing information.
- **Communication Data:** Emails, messages, records of meetings and other communications with us.
- **Special categories of personal data:** racial or ethnic origin, religious or philosophical beliefs, genetic information, health information, sexual orientation information.

3. Children & Young People’s data

Due to the nature of our activities, we may hold personal information relating to children and young people. These details are only held with the consent of the child’s parent or carer or the young person themselves.

4. How We Use Your Information

We use the information we collect in the following ways:

- To provide and manage our celebrant services.
- To communicate with you regarding your events and our services.
- To process payments and manage transactions.
- To improve our services and customer experience.
- To comply with legal obligations.

5. Sharing Your Information

We do not sell, trade, or otherwise transfer your personal information to outside parties except as described below:

- **Service Providers:** We may share your information with third-party service providers who assist us in operating our business and providing our services.
- **Legal Requirements:** We may disclose your information if required to do so by law or in response to valid requests by public authorities.

6. Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction.

7. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. The retention period will be determined based on the following criteria:

- The length of time we have an ongoing relationship with you and provide services to you.
- Whether there is a legal obligation to which we are subject.
- Whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation, or regulatory investigations).

8. Your Data Protection Rights

Depending on your location, you may have the following rights regarding your personal data:

- The right to access – You have the right to request copies of your personal data.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate.
- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

9. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Email: info@doylecelebrantservices.com

Phone: 07624-470778

Address: 39 Harcroft Avenue, Saddlestone, Braddan, Isle of Man, IM2 1PE

11. Complaints

Should you feel it necessary to make a complaint, in the first instance this should be made in writing explaining the reasons for the complaint to the address detailed above.

You will receive an acknowledgement of this within seven working days. We will keep you informed of our progress until your complaint has been resolved. We will fully investigate the circumstances surrounding your complaint and notify you of the outcome of our investigation and of any action taken within 8 weeks. If you feel that your complaint has not been satisfactorily resolved, you may complain directly to the Information Commissioner at the address below:

Isle of Man Information Commissioner
P.O. Box 69
Douglas

Isle of Man
IM99 1EQ
T. +44(0)1624-693260
E. ask@inforights.im
W. www.inforights.im
