

YOUR CALL PUBLISHING LTD – INCORPORATING THE VILLAGE EMPORIUM MAGAZINE – ONLINE PRIVACY POLICY – UPDATED NOVEMBER 2025

BACKGROUND:

Your Call Publishing Ltd understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website www.thevillageemporium.co.uk and (subject to the limited exceptions in section 6, below) we do not collect personal data about you unless you contact us (see section 5, below). Any personal data we do collect will only be used as permitted by law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of our Privacy Policy is deemed to occur upon your first use of our website. If you do not accept and agree with this Privacy Policy, you must stop using the site immediately.

1. Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

“personal data” means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to us via this website. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation (“GDPR”); and

“We/Us/Our” means Your Call Publishing Ltd, a limited company registered in England under company number 6849364, whose registered address is 4 Fein Bank, Coventry, CV4 9XQ.

2. Information About Us

2.1 Our website is owned and operated by Your Call Publishing Ltd, a limited company registered in England under company number 6849364 whose registered address is 4 Fein Bank, Coventry, CV4 9XQ.

2.2 Our VAT number is 972338206.

2.3 Our Data Protection Officer is Lynne Heard and can be contacted by email at info@yourcallpublishing.co.uk by telephone on 024 7646 8078 or by post at 4 Fein Bank, Coventry, CV4 9XQ.

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of this website. Our website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

4. Your Rights

As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data have been designed to uphold:

The right to be informed about our collection and use of personal data;

The right of access to the personal data we hold about you (see section 8);

The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact us using the details in section 9);

The right to be forgotten – i.e. the right to ask us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like us to delete it sooner, please contact us using the details in section 9);

The right to restrict (i.e. prevent) the processing of your personal data;

The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);

The right to object to us using your personal data for particular purposes; and

Rights with respect to automated decision making and profiling.

If you have any cause for complaint about our use of your personal data, please contact us using the details provided in section 10 and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

5. What Data Do We Collect?

Website forms - If you submit data through one of our website forms, we may collect your name, your email address, telephone number and any other information which you choose to give us, which will enable us to respond to your enquiry.

6. Cookies

We do use cookies on our website. The cookie that will be used to check if the user has seen the pop up is called ppcookie. This is a lifetime cookie which means that once the user has accepted the use of cookies, the pop up will not keep showing each time a user views a page on our website.

7. How Do We Use Your Data?

If we do collect any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under GDPR at all times. For more details on security see section 8, below.

If you contact us and we obtain your personal details from your contact form, we may use them as follows:

To reply to your email;

To follow up your enquiry at a later date.

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

We will not share any of your personal data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

8. How and Where Do We Store Your Data?

We only keep your personal data for as long as we need to in order to use it as described above in section 7, and/or for as long as we have your permission to keep it.

We will only store your personal data in the UK. This means that it will be fully protected under the GDPR.

The security of your personal data is essential to us and to protect your data we take a number of important measures.

All customer data is stored with 'Data Processors' that are password protected and GDPR compliant, which enable us to provide the services we need to. We store data with MagManager, which is a provider of a secure online magazine management software. We store data with Kashflow, which is a secure online accounting system. We store data with Mailchimp, which is a provider of a secure online newsletter and mailing system. We store data with Eazipay, which is a secure provider of Direct Debit facilities.

9. How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by us (where such data is held) and we will provide any and all information in response to your request free of charge. Please contact us for more details at info@yourcallpublishing.co.uk or using the contact details below in section 9. Alternatively, please refer to our Data Protection Policy.

10. Contacting Us

If you have any questions about our website or this Privacy Policy, please contact us by email at info@yourcallpublishing.co.uk or by post at 4 Fein Bank, Coventry, CV4 9XQ. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you (as under section 8, above).

11. Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on our website and you will be deemed to have accepted the terms of the Privacy Policy on your first use of the website following the alterations. We recommend that you check this page regularly to keep up-to-date.