

PRIVACY POLICY

1. Introduction

This privacy notice tells you what to expect when the The Literary Consultancy (TLC) collects personal information. TLC is committed to transparency around data collection, and you can download the full Policy below to see exactly how we handle the data we collect.

This policy applies to information we collect about:

- visitors to our website
- people who use our services, e.g., sign up to our newsletter, apply for or use our manuscript assessment or mentoring services, attend TLC-hosted events, and apply for or use our Free Reads scheme.

TLC will never share your data with third parties for marketing purposes without your consent.

TLC is committed to safeguarding the privacy of our website visitors, and the privacy of writers using our services.

2. How we use your personal data

USAGE DATA

We may process data about your use of our website and services (this is called "usage data"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. Your name is not attached to any of this data. To capture this usage data, we use Google Analytics. This usage data may be processed for the purposes of analysing the use of the website and services. The legal basis for this processing is our legitimate interests, namely monitoring and improving our website and services.

SERVICE DATA

We may process your personal data that you provide in the course of an enquiry about, application for, or use of, our services ("service data"). The service data may include your name and contact details profile information such as age, gender, ethnicity, city of residence, or details about the nature of your literary work (title of manuscript, genre, length etc). The service data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is consent OR our legitimate interests, namely the proper administration of our website and business OR to administer your account and to provide the services that you have requested from us.

PUBLICATION DATA

We may process information that you provide for publication on our website or through our services ("publication data"). The publication data may be processed for the purposes of enabling such publication and administering our website and services. The legal basis for this processing is consent OR our legitimate interests, namely the proper administration of our website and business OR to administer your account and to provide the services that you have requested from us.

TRANSACTION DATA

We may process information relating to transactions, including purchases of goods and services, that you enter into with us and/or through our website ("transaction data"). The transaction data may include your contact details, your card details and the transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate interests, namely our interest in the proper administration of our website and business OR to administer your account and to provide the services that you have requested from us.

NOTIFICATION DATA

We may process information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters ("notification data"). For this purpose we use a well-known third party supplier [MailChimp](#). The notification data may be processed for the purposes of sending you the relevant notifications and/or newsletters. The legal basis for this processing is consent OR to administer your account and to provide the services that you have requested from us.

Please do not supply any other person's personal data to us, unless we prompt you to do so.

3. Providing your personal data to others

We do not share personal data with any third parties for marketing purposes or for any reasons beyond those reasonably necessary for us to conduct our business and provide our services.

If you apply to our Free Reads Scheme, we may disclose your personal data to Arts Council England to maintain our grant funding as an Arts Council National Portfolio Organisation (NPO) in line with ACE's and the Audience Agency's data collection requirements. This data will always be anonymised unless consent has been given to use your full name.

Financial transactions relating to our website and services are handled by our payment services providers, [Stripe](#) and [Lloyds bank](#). We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing

your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies on their websites.

4. Retaining and deleting personal data

We will retain your personal data in order to administer your account and to provide the products and services you have requested from us. We will store your data in order to aid and facilitate provision of future services to you.

5. Third party services

We may use the following third party services for collecting, storing and/or processing data. They have their own privacy statements which we encourage you to read.

Mailchimp, Wordpress, AWS servers, Stripe, Pynto Limited, Survey Monkey, Free Word Centre and Arts Council England.

This privacy notice does not cover these services or links within this site to other websites. We encourage you to read the privacy statements on the other websites you visit.

6. Your rights

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

7. Complaints or queries

The Literary Consultancy aims to meet the highest standards when collecting and using personal information. We encourage writers using TLC's services to bring it to our attention if they feel that our collection or use of information is unfair, misleading or inappropriate. We also welcome any suggestions for improving our procedures. Please contact us at the address below.

This privacy notice was drafted with simplicity and clarity in mind. It does not provide exhaustive detail of all aspects of The Literary Consultancy's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

8. Access to personal information

You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to: the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor).

If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to The Literary Consultancy for any personal information we may hold you need to put the request in writing and send it to the address provided below.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us at the address below.

9. Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 7th February 2018.

10. How to contact us

If you want to request information about our privacy policy or about your personal data you can email us at info@literaryconsultancy.co.uk or write to:

The Literary Consultancy
Free Word Centre, 60 Farringdon Road, London EC1R 3GA

This website is owned and operated by The Literary Consultancy

We are registered in England and Wales under registration number 4575807 and our registered office is at Free Word Centre, 60 Farringdon Road, London EC1R 3GA