

PRIVACY POLICY

This privacy policy sets out how Forever Stories uses and protects any information that you give Forever Stories when you use this website.

Forever Stories is committed to ensuring that your privacy is protected. We do not routinely collect information on users. However, should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Forever Stories may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 20/10/2021.

What we collect

We may collect the following information:

- name
- contact information including email address and phone number
- demographic information such as postcode, preferences and interests
- other information relevant to client enquiries, such as ideas for client's book ideas

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- We may use the information you provide to contact you about the product you have enquired about.
- We may occasionally use your information to contact you regarding marketing materials for Forever Stories, to check if you are happy for us to include photos and/or other media materials in our marketing online and offline.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online and during our client contracts (for instance, personal information collected to produce our books is stored in password protected files and these files will never be shared to third parties who are not part of Forever Stories' team; and, recordings of interviews are only accessible to Forever Stories writers and transcribers, and only stored on password protected phones – these recordings then get deleted upon the end of the client's contract upon the completion of the book).

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate how you prefer to be contacted; i.e. if you opt in for email and/or phone communications by Forever Stories.
- If you have previously agreed to us using your personal information for marketing purposes, you may change your mind at any time by writing to or emailing us at info@foreverstories.co.uk
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please email us at info@foreverstories.co.uk
- If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.
- If you wish to opt out of any of our communications, whether by email, phone or mail, please write to us at info@foreverstories.co.uk. We will then remove all your contact details from our files.

Cookies

This website uses things called “Cookies” to ensure your experience of the site, and our ability to improve it is enhanced. Specifically, the following Cookies are in use:

Google Analytics (3rd party). We use this to see how many visitors we are getting, and how they found us. You can find out more about Google Analytics’ Cookies here:

www.google.com/policies/privacy/ads/#toc-analytics

We also sometimes use video embedding, like YouTube or Vimeo (3rd party) to enhance your experience of content on our site. You can find out about YouTube’s Cookie policy here:

www.google.com/intl/en/policies/privacy

These activities are in our legitimate interests to ensure our site operates effectively and so we can understand how to improve it.