



Cassley Office Solutions

Privacy & Cookies Policy

Last updated: 2 June 2026

Version 1.0

This policy explains how Cassley Office Solutions collects, uses and protects your personal data when you visit cassleyofficesolutions.co.uk or purchase products and services from us. Please read it carefully. If you have any questions, get in touch at paula@cassleyofficesolutions.co.uk.

1. Who We Are

Cassley Office Solutions (COS) is a sole trader business owned and operated by Paula White, based in Sutherland, Scottish Highlands, Scotland.

- Trading name: Cassley Office Solutions (COS)
- Owner: Paula White
- Website: cassleyofficesolutions.co.uk
- Email: paula@cassleyofficesolutions.co.uk
- Phone: 07356 225006

For the purposes of UK data protection law, Paula White is the data controller for personal data collected through this website.

2. What Personal Data We Collect

2.1 When you use the contact form

- Your name
- Your email address
- Your phone number (optional)
- Your organisation name (optional)
- The content of your message



- How you heard about COS (optional)

2.2 When you make a purchase

- Your name and billing address
- Your email address (for order confirmation and delivery of digital products)
- Your payment details — these are processed securely by Stripe and are never seen or stored by COS
- Your order details and purchase history

2.3 When you visit the website

- Your IP address (collected automatically by our hosting provider, Fasthosts)
- Pages you visit and how long you spend on them
- The device and browser you are using
- Referring website (how you arrived at our site)

2.4 Cookies

See Section 6 for full details of the cookies we use.

3. How We Use Your Personal Data

3.1 To respond to enquiries

When you contact us through the website form, we use your name, email address and message to respond to your enquiry. This is based on our legitimate interest in responding to potential clients.

3.2 To process purchases

When you buy a digital download or online course, we use your personal data to process your payment, deliver your product, and send you a purchase confirmation. This is necessary to fulfil our contract with you.

3.3 To deliver digital products and courses

We use your email address to deliver digital downloads and provide access to any online training or course you have purchased.

3.4 To comply with legal obligations

We may retain certain financial and transaction records as required by UK law, including HMRC record-keeping requirements.

3.5 To improve our website

We may use anonymised, aggregated data about how visitors use our website to improve its content and usability. We do not use this data to identify individual visitors.

4. Legal Basis for Processing

Under UK GDPR, we process your personal data on the following legal bases:



Cookie Name	Purpose	Duration	Type
Enquiry responses	Responding to contact form submissions	Legitimate interest	
Purchase processing	Processing payments and delivering products	Contractual necessity	
Legal compliance	Retaining financial records	Legal obligation	
Website analytics	Understanding how visitors use our site	Legitimate interest	



5. Who We Share Your Data With

We do not sell, rent or trade your personal data. We only share it with the following trusted third parties where necessary to operate our business:

5.1 Stripe (Payment Processing)

We use Stripe to process payments securely. When you make a purchase, your payment card details are entered directly into Stripe's secure system. COS never sees or stores your card details. Stripe is PCI DSS compliant and processes data in accordance with their own privacy policy.

- Stripe Privacy Policy: stripe.com/gb/privacy

5.2 Fasthosts (Website Hosting)

Our website is hosted by Fasthosts Internet Ltd, based in the UK. Your data may be stored on Fasthosts servers located in the United Kingdom.

- Fasthosts Privacy Policy: fasthosts.co.uk/privacy-policy

5.3 WordPress

Our website runs on WordPress software. WordPress itself does not collect personal data from your website visitors on our behalf.

5.4 Microsoft 365

We use Microsoft 365 for email communication. Emails you send us are stored within our Microsoft 365 account. Microsoft processes data in accordance with their privacy policy and is compliant with UK GDPR.

5.5 Legal Requirements

We may disclose your personal data if required to do so by law, or in response to a valid legal request from a public authority.

6. Cookies

What are cookies?

Cookies are small text files stored on your device when you visit a website. They help the website work properly and can remember your preferences.

Cookies we use

Cookie Name	Purpose	Duration	Type
wordpress_logged_in	Keeps you logged in if you have an account	Session	Essential
wordpress_sec	Security cookie to protect the site	Session	Essential
wp-settings	Stores your site preferences	1 year	Functional



Cookie Name	Purpose	Duration	Type
__stripe_mid	Stripe fraud prevention	1 year	Essential
__stripe_sid	Stripe session management	30 minutes	Essential
_ga	Google Analytics visitor tracking (if enabled)	2 years	Analytics
_gid	Google Analytics session tracking (if enabled)	24 hours	Analytics

Analytics cookies (Google Analytics) will only be set with your consent via our cookie consent banner. Essential and functional cookies are required for the website to work and cannot be disabled.

Managing cookies

You can control and delete cookies through your browser settings. Please note that disabling essential cookies may affect how the website works. For more information about managing cookies visit allaboutcookies.org.

7. How Long We Keep Your Data

- Contact form enquiries: up to 2 years from the date of enquiry, or as long as necessary to respond and follow up
- Purchase records: 7 years from the date of purchase, as required by HMRC
- Email correspondence: up to 3 years from the last contact
- Website server logs: up to 12 months, as retained by Fasthosts

When data is no longer needed, it is securely deleted.

8. Your Rights

Under UK GDPR, you have the following rights in relation to your personal data:

- Right to access: you can request a copy of the personal data we hold about you
- Right to rectification: you can ask us to correct any inaccurate or incomplete data
- Right to erasure: you can ask us to delete your personal data in certain circumstances
- Right to restrict processing: you can ask us to limit how we use your data
- Right to data portability: you can ask us to provide your data in a machine-readable format



- Right to object: you can object to us processing your data based on legitimate interests
- Rights related to automated decision-making: we do not use automated decision-making or profiling

To exercise any of these rights, please contact us at paula@cassleyofficesolutions.co.uk. We will respond within one calendar month.

If you are unhappy with how we have handled your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- Website: ico.org.uk
 - Phone: 0303 123 1113
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9. Data Security

We take the security of your personal data seriously. We use the following measures to protect it:

- Our website uses HTTPS encryption (SSL certificate provided by Fasthosts)
- Payment data is handled entirely by Stripe's secure, PCI DSS compliant infrastructure
- Access to business email and files is protected by Microsoft 365 security
- We do not store payment card details at any point

No method of transmission over the internet is 100% secure. While we do our best to protect your data, we cannot guarantee absolute security.

10. Links to Other Websites

Our website may contain links to other websites. We are not responsible for the privacy practices of those websites and encourage you to read their privacy policies. This policy applies only to cassleyofficesolutions.co.uk.

11. Children's Privacy

Our website and services are not directed at children under the age of 16. We do not knowingly collect personal data from children. If you believe a child has provided us with personal data, please contact us and we will delete it promptly.

12. Changes to This Policy



We may update this policy from time to time to reflect changes in our practices or legal requirements. The date at the top of this page shows when it was last updated. We recommend checking this page periodically.

If we make significant changes, we will make this clear on our website.

13. Contact Us

If you have any questions about this privacy policy or how we handle your personal data, please get in touch:

Paula White, Cassley Office Solutions, Sutherland, Scottish Highlands. Email: paula@cassleyofficesolutions.co.uk | Phone: 07356 225006 | Website: cassleyofficesolutions.co.uk

This policy was prepared in June 2026 and is intended for review by a legal adviser before publication. It has been written to comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.