Privacy Notice

Last updated: November 2026

1. Who we are

Star Leaves Publishing Ltd ("we", "us", or "our") is the data controller responsible for your personal data.

- **Company name:** Star Leaves Publishing Ltd (registered in England and Wales, company number 17321954)
- **Registered address:** 3rd Floor, Old Stock Exchange, St Nicholas Street, Bristol, BS1 1TG *(Note: We operate as a digital-first, paperless company; please contact us via email)*
- **Email:** frances@starleavespublishing.com
- **Website:** starleavespublishing.com
- **ICO Registration Number:** [Pending]

2. The personal data we collect

Depending on how you interact with us – such as submitting a manuscript enquiry or working with us on a publishing project – we may collect and store:

- **Identity & Contact Data:** Your first name, last name, email address, and phone number.

- **Project & Manuscript Data:** Details you provide about your publishing project, such as book genre, word count, whether your manuscript includes images, and any additional information shared in your messages or manuscript files.

- **Client, Transaction & Financial Data:** Billing details, contract information, invoices, and records of payments to and from you.

- **Technical & Usage Data:** Basic technical information (such as IP address, browser type, and device information) collected automatically by our website host (Wix) via essential cookies to keep our website secure and functioning properly.

3. How and why we use your personal data (Lawful Bases)

Under UK data protection law, we must have a valid "lawful basis" for processing your personal information. We use your data for the following purposes:

Purpose	Type of Data	Lawful Basis
To review your publishing enquiry, assess manuscript details, and respond to you	Identity, Contact, Project & Manuscript	**Legitimate interests** (responding to prospective authors/clients) or **Steps prior to entering a contract**

To provide publishing services, manage projects, and communicate with clients	Identity, Contact, Project & Manuscript, Client	**Contract** (necessary to perform our publishing agreement with you)
To issue invoices, process payments, and maintain tax and accounting records	Identity, Contact, Transaction & Financial	**Legal obligation** (complying with HMRC and UK company law)
To maintain website security and troubleshoot technical issues	Technical & Usage	**Legitimate interests** (keeping our website secure and operational)

4. How we store and share your data

We operate on a digital-first basis and take appropriate security measures to protect your personal data (such as password protection, encryption, and two-factor authentication). We store client and enquiry records in secure spreadsheets and manage financial records in our accounting and banking software.
We do not sell or rent your personal data to third parties. We only share your information with trusted service providers where necessary to run our business, including:

- **Website hosting and form provider: Wix.com Ltd** to host our website and process contact form submissions.
- **Accounting software: FreeAgent** to issue invoices, track expenses, and maintain accounting records.
- **Business banking: Mettle** (operated by National Westminster Bank Plc) to process and record business payments.
- **Email and cloud storage providers:** [Insert provider, e.g., Google Workspace / Microsoft 365] to communicate with you and store project documents and spreadsheets securely.
- **Professional advisers and authorities:** Our accountants, insurers, legal advisers, or regulators (such as HMRC or the ICO) where legally required.

(International transfers: Some of our service providers, such as Wix and Google, may store or process data outside the UK. Where this happens, we ensure your data receives equivalent protection through UK adequacy regulations or approved International Data Transfer Agreements.)

5. How long we keep your data

We only keep your personal data for as long as necessary to fulfil the purposes we collected it for, including legal, accounting, or reporting requirements:

- **Client, contract, and financial records:** Kept for **6 years** after the end of the relevant financial year to comply with HMRC tax and accounting rules.

- **Unsuccessful or general manuscript enquiries:** Kept for **6 to 12 months** after our last communication, unless you ask us to delete your details sooner or we enter into a contract together.

6. Your data protection rights

Under UK GDPR, you have rights over your personal data, including:

- **Right of access:** Ask for copies of the personal information we hold about you.

- **Right to rectification:** Ask us to correct inaccurate or incomplete information.

- **Right to erasure:** Ask us to delete your personal information in certain circumstances.

- **Right to restriction or objection:** Ask us to limit or stop processing your data in certain circumstances.

- **Right to data portability:** Ask that we transfer your information to another organisation or to you, where applicable.

To exercise any of these rights, please email **frances@starleavespublishing.com**. We will respond within one month.

7. How to complain

If you have any questions or concerns about how we handle your personal information, please email us first at **frances@starleavespublishing.com** so we can put things right. You also have the right to lodge a complaint with the UK data protection regulator, the **Information Commissioner's Office (ICO)**:

- **Website:** ico.org.uk/make-a-complaint
- **Telephone:** 0303 123 1113