

Privacy Notice

This is the privacy notice of Garden City Crafts. In this document, "we", "our", or "us" refers to Garden City Crafts.

Our trading address is 5 The Wynd, Letchworth Garden City, Hertfordshire. SG6 3EN.

Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy, your only recourse is to request that we remove your stored details by sending an email to sue@gardencitycrafts.com
3. We take seriously the protection of your privacy and confidentiality. We understand that all of our contacts are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org
7. We do not share, or sell, or disclose to a third party, any of your personal information.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

1. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you ask us to add your details to our mailing list or provide you more information about our business, including our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to email sue@gardencitycrafts.com with your consent to have your personal details stored in our database

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally.

We will never pass your name and contact information to any outside / third party.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us via email to sue@gardencitycrafts.com

2. Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

3. Specific uses of information you provide to us

The only personal information we hold is (at most) your full name, postal address, telephone number and email address, which is used for purpose of informing you about our workshop schedules and occasional relevant marketing communications

4. Security

Your personal details are not available or stored in the public domain. They are stored in an Excel workbook on an encrypted password protected flash drive which itself is stored in a secure location.

The emails you send us giving your consent to be added to our mailing list are stored in a password protected email account which is hosted by one.com

5. Information relating to card payments when the customer is not present

Should you wish to pay for our products or services by card over the telephone we will take all reasonable steps to ensure the transaction takes place in a private area. None of the information that is disclosed by you will be retained by us apart from a copy of the payment receipt which can either be sent to you in the post or collected by you in person.

6. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. Our website (www.gardencitycrafts.com) does not use or distribute cookies.

7. Access to your personal information

To obtain a copy of any information that we hold about you. Please send your request to sue@gardencitycrafts.com

8. Removal of your information

If you wish us to remove your personally identifiable information please send your request to sue@gardencitycrafts.com

Your request for removal may be stored in our mailbox

9. How you can complain

- 9.1. If you are not happy with our privacy policy or if you have any complaint then you should tell us by email. Our address is sue@gardencitycrafts.com
- 9.2. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

10. Retention period for personal data

- 10.1. Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us to provide you with the services you have requested.

11. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our services

12. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please [contact us](#).