

SALTAIRE CRAFT HOUSE LTD T/A THE CRAFT HOUSE – PRIVACY POLICY

1. Saltaire Craft House Ltd, which trades as The Craft House, of 101 Saltaire Road, Saltaire, Shipley, West Yorkshire, BD18 3HD (“we”, “us”, “our”) is committed to protecting and respecting your privacy.
2. We are the data controller for the purposes of data protection legislation and will process any personal data we hold about you in accordance with the General Data Protection Regulation (EU) 2016/679 and other relevant and applicable legislation relating to processing your personal data.
3. When you complete our online workshops booking form, our registration of interest in a workshop form, our contact us form or our add me to your mailing list form on our website, providing your name, email address and a telephone contact number, we collect and process the personal data you provide to us in those forms. Likewise, when you contact us via our email address, we may keep a record of your communication, including any personal information you include in your communication. Working in the background of our website and email functions, including our electronic newsletters, which are generated through MailChimp, are cookies, which capture information about your interaction with our website and electronic newsletters.
4. We may also collect information about the device you use to access our website, including where available your Internet Protocol address. The information captured may include your device’s operating system and browser type. More general statistical information is also captured by our site and MailChimp about our subscribers’ and users’ browsing patterns and actions – this does not include individual identification.
5. Working behind the scenes on our website are cookies which distinguish each visitor to our site and fulfil a function of providing a good user experience when you visit our site, helping us to identify ways in which we can improve our site. There is more information about cookies below.
6. We may legitimately use your information to give you information you have asked us for (e.g. about workshops) and to allow you to receive our electronic newsletters. We may also use the information to ensure that our website appears on your device in an appropriate format. Other legitimate uses of your information are: to process any information requests or complaints you make to us, improving our services and the functions of our website and to contact you for marketing purposes where you have consented to us doing this.
7. From time to time we may have links on our website to third party websites – please be aware that if you click on these links, those websites will have their own privacy terms and arrangements and we are not responsible or liable for those websites or their privacy terms and arrangements.
8. When you contact us via our website, via email or by a telephone call or personal visit to our shop to book or buy goods or services from us (e.g. booking a workshop or buying a gift voucher), we will collect details from you such as your name, email address and a telephone contact number. We will use this information to process your booking or purchase and comply with our contractual obligations.
9. To provide you with the goods or services you have asked us to provide, we may need to share your personal data with third parties such as payment providers to assist in the delivery of our services and sale of goods to you. We use WorldPay card processing facilities and bank with NatWest Bank, through which we accept direct transfers of payments for workshops from our customers when they choose to pay in this way. We use MailChimp to send out our electronic newsletters.

10. If you provide us with a positive comment about our goods and services and we would like to use that comment in our marketing materials (e.g. on our website), we will always ask your permission before doing so.
11. We will retain the information you provide to us when booking a workshop for 7 years after the date of the workshop booked. Where you have consented to receive marketing correspondence from us we will keep your personal data for the period described below.
12. We will collect details such as your name, email contact address and telephone contact number to contact you about any goods or services we have ordered from you. We will also use this information to pay you for any goods or services you have supplied to us and we will keep your contact details for 7 years after the date of our last order of goods or services from you.
13. If you wish to order goods or services from us but do not provide personal data we request to provide those goods or services, we may not be able to perform the contract you have asked us to enter into with you and will have to cancel the goods or services we would otherwise have provided to you.
14. Where you have consented to us sending marketing information to you (e.g. our e-newsletter), we may from time to time also contact you to let you know about specific goods or services and to let you know about any relevant business updates which we believe may be of interest to you.
15. You can opt-out of receiving information from us at any time by either clicking the relevant box on our online forms to say you don't want to be added to our e-newsletter / clicking the unsubscribe button on our e-newsletter or emailing us at info@saltairecrafthouse.com or calling 01274 584400 with sufficient information for us to be able to identify who you are.
16. We will only use your personal data where the law allows us to. Most commonly we will use your personal data to perform a contract we enter into with you / to comply with a legal or regulatory obligation we are subject to.
17. We may disclose your personal data to our staff members so that we can provide the goods and or services you have asked us to provide to you / to our IT software providers, website host, email host and website manager who store and process data on our behalf / to our professional advisers, such as bankers, insurers, lawyers and accountants where there is a legitimate reason to do so. We may also disclose your personal data to HM Revenue and Customs and relevant regulatory authorities where we are legally required to do so.
18. If a change happens to our business, such as a merger, sale or takeover, the new business owners may use your personal data in accordance with the terms of this privacy policy.
19. We may disclose your personal data to the police, regulatory bodies or to legal advisers where we are under a legal duty to disclose or share that personal data or to enforce or comply with our general terms and conditions, as set out on our website.
20. We will never sell personal data to other organisations without your prior approval.
21. Where permitted by relevant law, we may transfer your personal data to the United States and other jurisdictions outside the European Economic Area for the purposes set out in this privacy policy. We have agreed to the EU-US Privacy Shield to secure the transfer of your personal data to jurisdictions outside the European Economic Area.
22. Transmission of information via the internet is not completely secure. We do our best to protect your personal data but cannot guarantee the security of your information transmitted to our site or to our email address. Any transmission of your personal data is at your own risk.
23. Information you send to us is shared on the secure servers we use. We have implemented appropriate measures to ensure this information is kept as secure as reasonably possible.

We limit access to your personal information to our employees, agents, contractors and other third parties that have a legitimate business function in accessing that information.

24. If the personal data we hold about you becomes out of date, please advise us of changes so we can keep our records updated and relevant.
25. You have the right to object to the processing of your personal data in certain circumstances and can withdraw your consent to the processing of your personal data where this has been provided.
26. You have the right to access personal data held about you and for this to be provided to you in an intelligible form. If you want a copy of some or all your personal data we hold please send an email to info@saltairecrafthouse.com or write to us at The Craft House, 101 Saltaire Road, Saltaire, Shipley, West Yorkshire, BD18 3HD. We reserve the right to charge a reasonable fee to comply with your request.
27. You can ask us to update or amend any personal data we hold about you that is inaccurate.
28. You can ask us to remove your personal data from our database entirely.
29. You can ask us to send copies to you of your personal data in intelligible format or to restrict the use of your personal data.
30. We may request specific information from you to help us confirm your identity and to provide you with or update at your request personal data we hold about you.
31. We may be unable to provide access to your personal data to you and will inform you of the reasons why, subject to any overriding legal obligations upon us.
32. Please send any requests relating to your personal data to our Managing Director at The Craft House, 101 Saltaire Road, Saltaire, Shipley, BD18 3HD.
33. If you wish to withdraw your consent to the collection, processing and transfer of your personal data, please contact us at info@saltairecrafthouse.com or write to us at The Craft House, 101 Saltaire Road, Saltaire, Shipley, West Yorkshire, BD18 3HD.
34. We reserve the right to update our Privacy Policy at any time and will post any updated version of our Privacy Policy on our website. We will notify you if there are any changes that materially affect how we collect, process or store your personal data.
35. Our Managing Director is our appointed Data Protection Officer and oversees compliance with this Privacy Policy. Please contact her at info@saltairecrafthouse.com or at The Craft House, 101 Saltaire Road, Saltaire, Shipley, West Yorkshire, BD18 3HD if you have any questions or requests in connection with your personal data.
36. You may contact the Information Commissioner's Office at <https://ico.org.uk/global/contact-us/> if you are not satisfied with our response to any issues you raise with us concerning your personal data.