**Crafty Owls Pottery and Art Studio**

**Privacy Policy**



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**Introduction**

Here at Crafty Owls we are committed to protecting your privacy by ensuring that any personal data we hold about you and your child is protected in accordance with data law and is used in line with your expectations. This Privacy Notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

This Privacy Policy does not apply to the practices of third parties that I do not own or control, including Etsy, Instagram, Twitter, PayPal, Facebook or any third party services you access through Facebook.

**What personal data do we collect?**

We collect personal data about you and your child to provide care and information that it tailored to me and your individual needs.

Personal details that we may collect about you and your child includes:-

* Your child’s name, date of birth/age, address, health and medical needs, development needs and any special education needs.

Personal details that we collect about include:-

* Your name, home address, phone numbers, emergency contacts, email address and social media information;
* Photographs. This will not be shared unless consent has been given at the time that the photo is taken.

All or some of this information will be collected from you directly:-

* On our online booking forms;
* When booking by email or Facebook Messenger;
* our paper registration or booking forms; and
* On our invoices

You will have the opportunity to opt out or any of these ways of contacting you at the point of us offering our services.

**Why we collect this information and the legal basis for handling your data**

We use personal data about you and your child to provide our services and fulfil the service, arrangement or booking you have entered into. This includes using your data to:-

* If your child is attending a session and we need to contact you in case of an emergency;
* To support your child’s wellbeing and development;
* To manage any special education, health or medical needs of your child whilst at our studio;
* To maintain contact with you and respond to any question you have or that we may have about your booking;
* To contact you about collection about your item that you or your child may have created at Crafty Owls (please note for paint your own pottery items we will only do this if the item has not been collected in more than 3 months or there is an urgent matter we need to discuss with you);
* To keep you updated about information about our services;
* To enforce or apply the terms and conditions of your contract with us;
* It is necessary to protect our or other rights, property or safety

**Who we share your data with**

Data will be shared with staff at Crafty Owls. We will never share your data with any other organisation to use for their own purposes. We will share your information to our third party if they are offering you a service for Crafty Owls with your agreement.

We are obliged to share confidential information without authorisation from the person who has provided it, or to whom it relates, if it in the public interest. That is when it is to prevent a crime from being commited or to intervene where one may have been committed, or to prevent harm to a child or adult; where not sharing it could be worse than the outcome of having shared it.

**How do we protect your data?**

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:-

* Storing any forms of paper information you share with us in a lockable cupboard;
* Shredding any paper information we have about you or your child that it is no longer required or requested by yourself;
* Data received from you is stored digitally on our Instagram account, email account or Facebook messenger. All accounts are password protected. The devices used to access the data (Laptop, Samsung android phone) are also password protected.

**How long we retain your data?**

We retain your personal information only for as long as necessary to provide you with my services and as described in my Privacy Policy. However, we may also be required to retain this information to comply with my legal and regulatory obligations, HMRC tax purposes, to resolve disputes, and to enforce my agreements. We generally keep your data for the following time period due to HMRC tax purposes: 6 years.

We will shred any paper information about your or your child within 6 months if you have not used any of our services.

**Your rights with respect to your data**

You have the right to:-

* To request access, amend or correct any of yours or your child’s personal data;
* To request that we delete or stop processing yours or your child’s personal data; For example where the data is no longer necessary for the purpose of processing, and
* To object; You can object to
  + our processing of some of your information based on our legitimate interests and
  + receiving marketing messages from us after providing your express consent to receive them. In such cases, we will delete your personal information unless we have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.

And if you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this Privacy Notice, or how we handle your data please contact the owner of Crafty Owls. If you continue to have concerns about the way the way your data is handled and remain dissatisfied after raising your concerns with us you have the right to complain to the Information Commissioner's Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

**Changes to this Notice**

We keep this notice under regular review.

**How to Contact Me**

For purposes of EU data protection law, I, Julien Beuve, am the data controller of your personal information. If you have any questions or concerns, you may contact me via email at hoot@craftyowlspottery.com

Updated May 24th 2018 - Julien Beuve