

Privacy Policy

23/9/20

This privacy policy sets out how Trenjory Designs (TD) uses and protects any information that you give to Karen George T/A Trenjory Designs.

This policy covers personal information collected;

- at events by Karen George in person
- via direct contact by letter, email & phone.
- from the public domain
- contact via the website www.trenjorydesigns.co.uk (hosted by Weebly.com)
- when you subscribe to receive newsletters via Mailchimp.com

and explains how the information is used and how it is kept secure.

We may change this Policy from time to time so please check our website occasionally to ensure you are happy with any changes.

Any questions regarding this policy and privacy practices should be sent by email to info@trenjorydesigns.co.uk Alternatively you can telephone 07763 218176

What we may collect

We may collect the following information:

- Contact information including email, address and telephone number.
- Demographic information such as postcode, preferences and interests
- Permissions to use photographs for publicity purposes
- Weebly.com and Mailchimp.com, which Trenjory Designs uses for the website and newsletters automatically collect background information such as Internet Protocol address, your operating system, your browser ID, your browsing activity and other information about how you interacted with the website. This information is collected through use of cookies and other tracking technologies. Please see www.weebly.com and www.mailchimp.com for their full privacy statement.

What we do with the information we collect?

You will only be contacted for the purposes you have provided your contact information. Trenjory Designs will not pass your personal information onto third parties unless required by law to do so.

- Mailing list contacts; Used to periodically send newsletters / emails about Trenjory Designs including exhibitions, sales, workshops and demonstrations and any other information which we think you may find interesting using the email address which you have provided for this purpose. Emails collected on the website are held securely by Weebly. Email details collected on the website pop up subscription will be transferred to Mailchimp for the purpose of sending out the studio newsletter.
- Project Contact List; used to invite your contribution/involvement regarding a project you have previously contacted TD about.
- Venue / event contact list; used to make arrangements for workshops, demonstrations and exhibitions.

- Automatically collected information by Weebly.com and Mailchimp.com is used to improve their systems and improve the service to you. TD has no control over this but individuals are able to decline cookies via browser settings.
- A cookie is a small file which asks permission to be placed on your computer's hard drive. Websites use cookies to help provide a better website by monitoring which pages you use or not. Cookies do not give a company any access to your computer or information about you. For information about how cookies are used by weebly.com and mailchimp.com please visit their websites. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

Where is data kept and for how long?

Trenjory Designs is committed to ensuring that your information is securely stored at all times.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Data is only kept for as long as it is required for the purpose it was submitted. Once a project has been completed the contact details will be removed from the contact list and securely destroyed unless permission has been given in writing for Trenjory Designs to retain the data on their contact list or mailing list.

Payment data information for purchases is handled by PayPal. Go to Paypal.com for their privacy policy. Trenjory Designs receives confirmation from PayPal of sales including the purchaser name, delivery address and the last 4 digits of the payment method so that purchases can be tracked and delivered successfully. Sales information is securely held by TD as required for tax return purposes and then is securely destroyed thereafter.

Links to other websites

The Trenjory Designs website contains links to other websites. However, once you have used these links to leave the Trenjory Designs website, you should note that Trenjory Designs does not have any control over that other website. Therefore, Trenjory Designs cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

Your choices

You have a choice about whether or not you wish your details to be retained and added to the database. this will be made clear in all correspondence.

You can opt out of being contacted at any time. If you do not wish to be contacted by TD then please let us know you wish to be removed from the contact list. Please let us know by emailing us at info@trenjorydesigns.co.uk stating 'REMOVE' in the heading bar or contact us via the contact page and your details will be removed from the database. Alternatively you may telephone 07763 218176

Your rights

You have the right to ask for a copy of the information we hold about you and we will respond within one calendar month.

If you believe that any information we are holding on you is incorrect or incomplete, please email us at info@trenjorydesigns.co.uk or telephone 07763 218176. We will promptly correct any information found to be incorrect.

In the event of a breach which is likely to adversely affect the personal data or privacy of those on our contact list Trenjory Designs will notify those affected by the breach immediately providing full details on how the incident occurred, the nature and content of the data breached and the likely effect on the individual. The notification will highlight measures taken to address the breach and how Trenjory Designs will mitigate any possible adverse impact to our client's.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated on 23rd September 2020.