

Craft4Crafters Privacy Notice

1. Introduction

This privacy notice provides you with details of how we collect and process your personal data through your use of our site <http://www.craft4crafters.co.uk/> **including purchasing of show tickets from ticket zone and data from entering show competitions**

By providing us with your data, you warrant to us that you are over 13 years of age. Craft4Crafters LTD is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at andrew.thorpe@craft4crafters.co.uk or calling 0117 3703342

2. Personal Information

When using our website, you may be required to provide personal information to us. This includes; Forename, Surname, Email address, home address, telephone number and crafting preferences. We will use this information in the following way.

1. Market promotions such as ticket discounts.
2. Send out important show information
3. Supply physical goods (tickets).

Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.

We do not collect financial information such as credit or debit card information, however the third parties we use - Ticket Zone and our marketing automation platforms – **DO** use this information but do not store financial information. These platforms also adhere to General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018. Please allude to their policies for further reference about Privacy Policy. We do not collect any sensitive data about you, this refers to data such as racial or ethnic origin, religious beliefs or health records.

3. Information Collection

We will collect data about you when you directly give it to us ('Directly provided data'). We will collect your data when you sign up to emails from our site, purchase our products, when you choose to contact us via our website by filling in the contact form or when you enter into one of our event competitions and giveaways.

We do not use cookies on our website, so we will **not** collect your data if you simply visit our website.

4. Information uses

Under the Privacy and Electronic Communications Regulations, we may use your data to send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive marketing communications and, in each case,, you have not opted out of receiving such communications since.

5. Disclosure of your personal data

We may have to share your personal data with the parties set out below:

- Other companies in our group who provide services to us, such as [Ticketzone](#) and [MailChimp](#), whose policies you can also read by clicking on the name.
- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require us to report processing activities.
- Third parties to whom we sell, transfer, or merge parts of our business or our assets.

6. International transfers

We do not transfer your personal data outside the European Economic Area (EEA).

7. Data security

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

8. Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. You have the option to opt out at any time and stop receiving emails from us. To do so, you can email andrew.thorpe@craft4crafters.co.uk or contacting us by phone 0117 3703342. Alternatively, you can visit our website to opt out and our marketing emails will also have an opt out option.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

9. Your legal rights

You have the legal right to request to see the information that we hold on at any time free of charge. In accordance with General Data Protection Regulation (EU) 2016/679, we must respond to this data request within 30 days. By emailing andrew.thorpe@craft4crafters.co.uk or contacting us by phone 0117 3703342. Occasionally it may take us longer than 30 days to respond if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at andrew.thorpe@craft4crafters.co.uk.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

10. Third-party links

The Craft4Crafters Website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

11. Changes

We may change and update this privacy policy. The most recent version will be available and will be reflected in the date at the bottom of this Policy. We will endeavour to update you on these policies changes to keep you informed about your data.