**Privacy and Data Protection security policy (V June 2021)**

**Shaldon Pottery Studio / Teign makers**

‘We’, ‘Us’ , ‘Our’ ‘I’ ‘Shaldon Pottery Studio’, refers to the business of Tina Hill-Art, and where applicable thos eof teign makers artisan events

‘Customer’ refers to anyone enquiring about or, entering into event participation with Shaldon Pottery Studio, and anyone enquiring about, or signing up to workshops or events and mailing lists run by Tina Hill-Art (individually, or in collaboration with others if Tina is appointed as data controller- ie Teign Makers)

This policy outlines Shaldon Pottery Studio’s procedures for collecting, storing and processing personal data. (‘personal data’ means data which relates to a living individual who can be identified from the data or from other information from that data.) in order to comply with the Data Protection Act (‘DPA’) 2018

**This policy covers all the principles under the DPA. These are known as the 'data protection principles' and ensures information is**:

* used fairly and lawfully
* used for limited, specifically stated purposes
* used in a way that is adequate, relevant and not excessive
* kept for no longer than is necessary
* kept safe and secure
* not transferred outside the European Economic Area (EEA) without adequate protection

**Contact details of the person responsible for taking the lead on compliance:**

Tina Hill-Art. Tina@shaldonpotterystudio.com Is the registered data controller. Tina and any co-project collaborators are data processors and are also responsible for personal data, information on procedures dealing with both internal and external access requests and how the information collected is used.

**What do we mean by privacy**:

Privacy, in its broadest sense, is about the right of an individual to be let alone. It can take two main forms, and these can be subject to different types of intrusion:

* Physical privacy - the ability of a person to maintain their own physical space or solitude. Intrusion can come in the form of unwelcome searches of a person’s home or personal possessions, bodily searches or other interference, acts of surveillance and the taking of biometric information
* Informational privacy – the ability of a person to control, edit, manage and delete information about themselves and to decide how and to what extent such information is communicated to others. Intrusion can come in the form of collection of excessive personal information, disclosure of personal information without consent and misuse of such information. It can include the collection of information through the surveillance or monitoring of how people act in public or private spaces and through the monitoring of communications whether by post, phone or online and extends to monitoring the records of senders and recipients as well as the content of messages

**Why we need the information we hold about an individual:**

* We need to request and store your details in order to administer and deliver the service you have requested, and to comply with any legal responsibilities then ensue in the delivering of that service.

**What we are going to use it for:**

* To make contact with you, to record the relevant personal contact details you give consent for me to hold, to administer your account with Shaldon Pottery studio, or Teign makers events team.
* For us to email our regular newsletter to those who have signed up to receive it.

**The information is being held securely:**

We store customer name and contact details in an electronic online file.

* Social media sign-up /enquiry contact forms are transferred directly into the mail list platform.
* Record of Event / Workshop attendee customer’s fiscal account and their name & contact details are logged and recorded in a cloud-based storage system, Dropbox. (Teign makers customers data is shared between Shaldon Pottery studio and Teign maker’sbusiness partners only). The cloud based storage has a two-point authentication access for extra security. Documents accessed, up or downloaded within the cloud based system are encrypted at each end of that process.
* Where required by law, customer names may be used to identify income source in our accounts for HMRC tax return purposes
* if you have chosen to ‘like’ of ‘follow’ our business social media page, we do not hold data about that outside of that social media setting, but do use social media analysis tools to understand and improve our service. The social media sites own privacy policy applies to data they hold.
* In order to comply with strict regulations about mailing lists, our mailing list for newsletters is administered by www.mailchimp.com and the data stored on-line in their secure system. Their website has an SSL certificate and we have a dual authentication process in place to access the data held. You can unsubscribe by using the link in the newsletter. We use their analysis tools to understand the efficiency of the mailing and its content

**About the security of our website:**

An SSL certificate shows that the data connection to an Internet page is secured with a **S**ecure **S**ockets **L**ayer (SSL). This ensures that the transferred data cannot be read or modified by third parties. (You can recognize the encrypted connection to the lock icon in the address bar of the browser Browsers.)

This also secures the content you send through the website contact form and emails.

**How up to date the information is that we hold about you:**

* The personal information stored is as given to us on initial contact, and updated as and when you inform us of any changes.
* Accounts will be up to date usually by the first week of the month after delivery of the service

**When we pass on personal information:**

We will only share personal information as follows:

* Where you request us to do so
* Where we need to comply with a legal requirement to do so (a court order for example)
* Where we sell the business as a whole concern

**Personal information is limited only to those with a strict need to know**

**We do not use CCTV or recording equipment on our premises**.

**When and how we delete the information, we hold about you:**

On request, or at seven years after our last contact, we delete by electronic means and destroy any paper records by shredding.

**How can I obtain a have a copy of information you hold about me or to have it removed?**

You have a right of access to and deletion of your records, please see the guidance on: <https://ico.org.uk/for-the-public/personal-information/>