

## Data & Privacy Policy

### Data & Privacy Policy

Details outlined in this online privacy policy applies to data collected online and offline or in person.

#### What information do we collect?

We collect information from you when you register or make a booking on our site or fill out a form online or in person.

When ordering or booking on our site, as appropriate, you may be asked to enter your name or e-mail address. Where payments are required you will need to input your billing address also. You may, however, visit our site anonymously.

#### What do we use for information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalise your experience (your information helps us to better respond to your individual needs)
- To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions  
Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested by the customer.
- To send periodic emails  
The email address you provide for order processing, may be used to send you information and updates appropriate to your order, in addition to receiving occasional charity news, updates including events, related service information etc.

Note: If at any time you would like to unsubscribe from receiving future emails, we include unsubscribe details at the bottom of every email. Alternatively if you wish to exercise your right to be forgotten please contact Craft Central via email at [info@craftcentral.org.uk](mailto:info@craftcentral.org.uk) or in writing FAO DPO – Craft Central, 397-411 Westferry Road, London, E14 3AE.

#### How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information. Personal information that we process for any reason shall not be kept for longer than is necessary for that purpose.

- We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
- We will store all the personal information you provide on our secure (password – and firewall-protected) servers.
- All electronic financial transactions entered over our website will be protected by encryption technology.
- You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

- You are responsible for keeping the password you use for accessing our website confidential; we will never ask you for your password (except when you log in to our website).

Any personal information we hold about you, is stored and processed under our data protection policy, in line with the Data Protection Act 1998.

Please let us know if the personal information we hold about you needs to be corrected or updated.

#### **Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer your personal information to outside parties. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential.

#### **Third party websites**

Our website includes hyperlinks to, and details of, third party websites. We have no control over, and are not responsible for, the privacy policies and practices of third parties.

#### **Data collected offline**

We will from time to time collect data in person at our events or shows held elsewhere where we have taken a stand. This will take the form of a mailing list sign-up sheet. The information will be processed in-house and stored securely in our database. Once online all of the aforementioned policy applies. We will destroy all paper copies once your information is processed.

#### **Your consent**

By using our site, you consent to our **Data & Privacy policy**.

#### **Changes made to our Data & Privacy Policy**

Any changes we make to our privacy policy will be highlighted on this page.

This policy was last modified on 02-05-2018.

#### **Our details**

- This website is owned and operated by Craft Central.
- Our principal place of business is at **397-411 Westferry Road, London, E143AE**.
- You can contact us by writing to us via the address given above, by email to [info@craftcentral.org.uk](mailto:info@craftcentral.org.uk) or by telephone on 020 75380819.