

## **THE SURREY GUILD OF CRAFTSMEN**

### **Website privacy policy**

This website is operated by THE SURREY GUILD OF CRAFTSMEN. The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully because it contains important information regarding:

- who we are
- how and why we collect, store, use and share personal information
- your rights in relation to your personal information
- how to contact us and supervisory authorities in the event that you have a complaint.

#### **Who we are**

THE SURREY GUILD OF CRAFTSMEN ('we' or 'us') collect, use and are responsible for storing certain personal information about you. When we do so, we are regulated under the General Data Protection Regulation and we are responsible as a 'controller' of that personal information for the purposes of those laws.

#### **The personal information we collect and use**

##### **a. Personal information you provide to us**

We collect the following personal information that you provide to us: your name, email address, postal delivery address (and name of recipient if different from yours), billing address, what you purchase. This includes when making purchases or replying to email enquiries.

##### **b. Monitoring and recording communications**

We will read and retain emails communications such as emails and telephone calls for the following purposes: purchasing, delivery and return of goods.

##### **c Cookies and similar technologies (see also our separate Cookie Policy)**

A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include web beacons, action tags, local shared objects ('flash cookies') and single-pixel gifs. Such technologies

can be used to track users' actions and activities, and to store information about them. We use these cookies and/or similar technologies on this website.

In addition it should be noted that in some cases our cookies or similar technologies may be owned and controlled by third parties who will also collect personal information about you.

The following examples illustrate how we may use cookies to monitor and/or collect the following information: how many times a user visits the website, and which pages they see. This information helps us to build a profile of our users. Some of this information may be aggregated or statistical, which means that we will not be able to identify you individually.

On the first occasion that you use our site we will ask whether you consent to our use of cookies. Thereafter you can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on our use of cookies, please see our Website cookie policy. For further information on cookies generally visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org) .

### **How we use your personal information**

We collect information about our users to process your orders, and if you have opted into our mailing list to receive up-to-date information about our organisation..

### **Who your information may be shared with**

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity
- Credit reference agents in accordance with our credit checking policy below

We will not share your personal information with any other 3rd parties.

### **Required personal information**

The provision of the following information is required from you: your name, postal address, and email address.

This is to enable us to communicate with you, process your payment, keep you informed of the progress of your order, and/or follow up after delivery.

### **How long your personal information will be kept**

We will hold your personal information for 6 years to satisfy UK tax law.

### **Reasons we can collect and use your personal information**

We rely on any or all of the following as the lawful basis on which we collect and use your personal information:

(1) consent (2) contract (3) legal obligation (4) public task (5) legitimate interests.

The legitimate interest relied upon is to process orders for goods.

### **Keeping your information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure. We are certified by PCI/DSS. This process helps us to manage your information and keep it safe and secure.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Indeed, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

### **What rights do you have?**

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individual's rights under the General Data Protection Regulations at <http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you would like to exercise any of these rights please:

- email, call or write to us
- let us have enough information to identify you
- let us have proof of your identity (a copy of your driving license, passport or a recent credit card/utility bill)
- let us know the information to which your request relates

From time to time we may also have other methods to unsubscribe (opt-out) from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

## **How to complain**

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/>, or telephone: 0303 123 1113.

## **Changes to the privacy policy**

This privacy policy was published on 1st March 2021 and last updated on 1st March 2021.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website. We will also attempt to notify users of any changes by: a notice in the news section of the website.

## **Contacting us**

If you have any questions about this policy or the information we hold about you, please contact us by: e-mail to: [surreyguild@mail.com](mailto:surreyguild@mail.com) or by post to: Surrey Guild of Craftsmen, 1 Moushill Lane, Milford, Godalming, Surrey GU8 5BH, or telephone: 01483-483769. Calls will be answered at the following times: Tues-Sat 11am to 4pm and will be referred to the member concerned. We may record calls for quality and training purposes.