

# Privacy Policy

*(Version 2.1 dated 5<sup>th</sup> March 2020)*

## INTRODUCTION

The following Privacy Policy applies from the 25<sup>th</sup> May 2018.

This Privacy Statement relates to Martin Damen, *Maker of Hand-Carved Spoons & Bowls* (sole trader) and the associated website [www.martindamen.com](http://www.martindamen.com).

Personal data is used exclusively for the conduct of this business and associated website. By purchasing goods and services from this business you implicitly agree to the processing of your personal data.

## CONTACT DETAILS

Name: Martin Damen, Maker of Hand-Carved Spoons & Bowls.

Address: Honeysuckle Cottage  
The Green  
Great Bourton  
Banbury  
Oxfordshire  
OX17 1QH

Telephone: 01295 - 758519

Email: [martin@martindamen.com](mailto:martin@martindamen.com)

Website: [www.martindamen.com](http://www.martindamen.com)

## PURPOSES OF PROCESSING

Personal Data is held and processed for the following purposes:

- Providing you with the goods and services you have purchased.
- Managing courses including contacting you.
- Informing you of forthcoming exhibitions and courses.
- Enquiries from potential customers.
- Legal or business reasons such as meeting tax requirements and managing courses.
- Investigate any complaints or other enquiries that you raise.

## **CATEGORIES OF INDIVIDUALS**

Data is held or processed on the following categories of individuals:

- Customers.
- Points of contact with companies with which business is conducted:
  - Those to which goods and services are supplied.
  - Suppliers.
- Members of the public or representatives of businesses who make enquiries.

## **CATEGORIES OF PERSONAL DATA**

The following categories of personal data may be held and/or processed:

- Name.
- Email address.
- Postal address.
- Telephone number(s).
- Woodworking experience.
- Left or right-handedness.
- Dietary requirements.
- Products/services purchased.
- Payment details as provided by you to Paypal.
- Value of products/services purchased.
- Transaction identification numbers.
- Your activity/interactions on the website.
- Country and Internet Protocol (IP) address.

## **HOW PERSONAL DATA IS COLLECTED**

Information is collected in the following ways:

- Directly from you:
  - Such as information provided to Paypal when purchasing goods and/or services.
  - Provided by you when requested for course administration.
  - When you make enquiries by email.
- Indirectly:
  - When you visit or browse the website. The website has the capability to generate statistics for up to the last 750 visitors. Although IP addresses and country of origin are shown no other personal detail is recorded.

## **CATEGORIES OF RECIPIENTS OF PERSONAL DATA**

Personal data is not shared, passed on or sold to any third party. However, data may be provided to legal or regulatory bodies such as a law enforcement agency or the Information Commissioner's Office (ICO) if requested to do so.

Wix may share personal data with various third parties, including certain service providers, law enforcement officials and application developers. The information shared solely in accordance with Wix policy at <https://www.wix.com/about/privacy>.

## **CHANGING MARKETING PREFERENCES**

You may receive two or three emails per year informing you about courses and exhibitions that you may be interested in. You can opt in and out of marketing communications at any time by emailing [martin@martin-damen.co.uk](mailto:martin@martin-damen.co.uk). Your personal data will never be given to a third party for marketing purposes.

## **TRANSFERS TO THIRD COUNTRIES**

No data is transferred to third countries. However, services provided by Wix and Paypal may be processed overseas.

## **RETENTION**

Data is retained as follows:

- Administrative data required for the running of courses is retained for up to one year.
- Email addresses of customers and students are retained for up to two years so that they may be notified of new goods & services.
- All purchase information forms part of income tax records and is retained for five years.

## **SECURITY MEASURES**

This website ([www.martindamen.com](http://www.martindamen.com)) is hosted on the Wix.com platform. Wix.com provides the online platform that allows the selling of products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. Wix.com stores your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by [www.martindamen.com](http://www.martindamen.com) adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

The online shop checkout process is secured by HTTPS/TLS encryption and it is safe for customers to purchase from [www.martindamen.com](http://www.martindamen.com).

TLS (Transport Layer Security) is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and secure. TLS is the industry standard and is used by millions of websites in the protection of their online transactions with their customers. See <https://support.wix.com/en/article/customer-security-in-wix-stores>.

Payments made for goods and services purchased through the website are handled by Paypal.

Both Wix and Paypal have their own privacy statements at:

- Wix.com - <https://www.wix.com/about/privacy>
- Paypal - <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

The following security measures are in place:

- Electronic records are held on a computer. Up to date firewall and antivirus software is installed.
- Hardcopy records are kept in a filing cabinet.

## **YOUR RIGHTS**

You have the following rights:

- To be informed about how your personal data is used (that is the purpose of this Privacy Notice).
- To have your personal data updated or corrected.
- To ask for your personal data to be deleted. However, there may be circumstances when there is a legal requirement to retain it.
- To obtain a copy of your personal data.
- To object to the processing of your data and have it restricted. However, meeting such objections may make it impossible to provide goods and/or services that you have requested.
- The right to make a complaint to the Information Commissioner ([www.ico.org.uk](http://www.ico.org.uk)) if you think that any of your rights have been infringed.

To exercise any of your rights, you will need to email [martin@martindamen.com](mailto:martin@martindamen.com).

As required by the General Data Protection Regulations (GDPR) you will receive a response to your request within 1 month. Where requests are complex and excessive, an additional 2 months to process your request is permitted. However, in these circumstances you will receive an update within 1 month of your request being received.

An admin fee may be charged or the request refused where requests for data are clearly unreasonable or excessive, particularly if they are repetitive.

## **RESOLVING PRIVACY ISSUES**

Every effort will be made to resolve any data privacy issue you may have. You have the right to refer any data privacy issue to the Information Commissioner's Office ([www.ico.org.uk](http://www.ico.org.uk)) at any time.

## **CHANGES TO THIS PRIVACY NOTICE**

This policy will be periodically reviewed from time to time. Any changes will be documented in this Privacy Statement. We may also let you know about these changes by email.