

Data Protection - Privacy Policy

GDPR: DATA PRIVACY INFORMATION

Introduction

Centre of England Art Centre Ltd. we are committed to protecting and respecting your privacy.

This policy (together with our [terms of use](#) and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the “GDPR”).

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to ‘personal data’ meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as ‘special categories of personal data’ (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

Centre of England Art Centre Ltd. is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: Telephone 0044 (0)1676 523357. For all data matters contact our Data Protection Officer

Our registered office address is: 14 Albert Road, Millisons Wood, Meriden Coventry, CV5 9AS

3. The purpose(s) of processing your personal data

We use your personal data for the following purposes:

Supplying Classes, Course and Services in the booking of which are made online, in person and by telephone.

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

Personal data Name, Address, Telephone, Email, (if attending a course).

We have obtained your personal data from you either filling in your account registration online, or verbally by telephone and not from publicly accessible sources. We have never and will never sell your data to, or buy personal data from third parties.

5. What is our legal basis for processing your personal data?

a) Personal data (article 6 of GDPR)

Our lawful basis for processing your general personal data:

Consent of the data subject;	Registering for a class or course or information about these online, by telephone, or in person at the art centre
Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract	Attending classes or courses and quotes for such services

Processing necessary for compliance with a legal obligation	n/a
Processing necessary to protect the vital interests of a data subject or another person	Allergy information if applicable to course
Processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller	Course registers we create for use in the event of a fire
Processing necessary for the purposes of the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject	Where a customer has placed an order for delivery by a postal service or courier or has signed up to receive our newsletter

More information on lawful processing can be found on the [ICO website](#).

6. Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared only with those companies we use to fulfil your contract with us e.g. postal services or couriers.

7. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary and we only retain your data for the following purposes and use the following criteria to determine how long to retain your personal data. Order history in the secure 'Your Account' section.

8. Providing us with your personal data

You are under no statutory or contractual requirement or obligation to provide us with your personal data. But failure to do so will mean that we are unable to fulfil orders placed online or by telephone, or to accept bookings for courses.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- [The right to withdraw your consent to the processing at any time, WHERE CONSENT WAS YOUR LAWFUL BASIS FOR PROCESSING THE DATA];
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Transfer of Data Abroad

We do not transfer data outside the EEA other than for order fulfilment with delivery service providers. We adhere to the same policies under GDPR in these cases.

11. Automated Decision Making

WE DO NOT USE ANY FORM OF AUTOMATED DECISION MAKING IN OUR BUSINESS.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

14. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our DATA PROTECTION OFFICER - on 0044 (0)1676 523357 or via CoEA@live.com

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

Children

Centre of England Arts Ltd does not sell products or services for purchase by children. If you are under 18, you may use the services of Centre of England Arts Ltd, If there is and appropriate class or course for under 18's only with the involvement of a parent or guardian.

Conditions of Use, Notices, and Revisions

If you choose to visit creativeglassguild.co.uk, your visit and any dispute over privacy is subject to this Notice and our [Conditions of Use](#), including limitations on damages, arbitration of disputes, and application of the law of the United Kingdom . If you have any concern about privacy at creativeglassguild.co.uk, please [contact us](#) with a full description, and we do our best to resolve it.

Our business changes constantly, and our Privacy Notice and the [Conditions of Use](#) are likely to change with it. We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our Web site frequently to see recent changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.