

## CARINA HASLAM ART PRIVACY POLICY

Carina Haslam Art [CHA] is committed to protecting your privacy and takes its responsibilities regarding the security of customer information very seriously. This privacy policy explains what personal data we collect about you, how and why we use it, who we disclose it to, and how we protect your privacy.

### WHO IS RESPONSIBLE FOR YOUR DATA?

Our Privacy Policy applies to the personal data that Carina Haslam Art collects and uses.

References in this Privacy Policy to “Carina Haslam Art “I”, “we”, “us” or “our” mean Carina Gibson trading as Carina Haslam Art with business premises at 89-91 The High Street, Great Missenden, Buckinghamshire HP16 9DA. We control the ways your personal data are collected and the purposes for which your personal data are used by Carina Haslam Art and are the “data controller” for the purposes of the UK Data Protection Act 1998, EU General Data Protection Regulation (GDPR) and Payment Card Industry Data Security Standards (PCI-DSS).

### PURPOSE AND LAWFUL BASIS FOR PROCESSING YOUR DATA:

We have two purposes for processing your personal data:

- To sell our paintings & sculptures to you and to carry out any logistics for delivery or return of goods. This purpose allows Carina Haslam Art to lawfully process your data for legitimate interests and our legal obligations to your country’s tax and revenue authorities.
- To inform, inspire and engage with you about our stunning art works displayed at the gallery, online and at our exhibitions and events (where we have your consent):
  - Sending you updates by email about what’s on, offers and news or ways of supporting us.
  - Emailing you about a specific topic on which you have requested updates.
  - Keeping our database accurate and relevant.

### THE DATA WE HOLD:

At CHA the maximum amount of data we will keep on our system about you is your prefix, first name and surname, postal address, telephone number(s), email address, purchasing history (without any bank or credit card details) and public social media handles [on our social media accounts only].

## **HOW LONG WILL WE KEEP YOUR DATA?**

We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal obligations. We will not keep more information than we need or for longer than we need. We will completely remove your data, as described under 'The Data We Hold' section of this privacy policy, from our database and third party providers if you request it.

## **HOW DOES CHA RECEIVE YOUR DATA?**

CHA receives your data when you decide to interact with us. We collect information in a number of ways which are listed below:

- Hand writing your name and email address in the visitors' book at fairs or in the gallery in Great Missenden.
- Purchasing an artwork (with a sales form).
- Signing-up for the e-newsletter by asking Carina Haslam Art staff to add you to our mailing list via telephone, email or face-to-face.
- Requesting a sign-up to the emailing list via [carina@carinahaslamart.com](mailto:carina@carinahaslamart.com).
- Social Media: depending on your settings or the privacy policies for social media platforms on Facebook, Instagram and Twitter, you may give us permission to access information posted on those platforms, or interact with those accounts, but we will not store information displayed there away from the platform unless you ask us to.

## **HOW WILL WE KEEP YOUR DATA?**

We will keep your data securely and treat it with respect. We will not share your data with third parties without your prior consent, and we never sell it on.

## **HOW DO WE HANDLE YOUR INFORMATION AND OTHER ORGANISATIONS?**

CHA will never sell, rent or trade your personal information. We will only give third parties access to your data if we have your consent. This access by our service providers is so they can perform services and process your data on our behalf. Payments are processed by World Pay after debit or credit card details are collected via the hand terminals at the gallery in Great Missenden, or on our stand at fairs. World Pay is governed by strict Payment Card Industry Data Security Standards (PCI DSS). We comply with these standards and never store your full payment details ourselves.

We make sure anyone who provides a service to CHA enters into an agreement with us that meets our standards for data security. They will not use your data for anything other than the clearly defined purpose relating to the service that they are providing to CHA.

We will share your data without consent should we be required to do so by law following a request by the police or a regulatory or government authority investigating illegal activities.

As part of the services offered to you through CHA, the personal information you provide may be transferred to countries outside the European Economic Area (EEA). By way of example, this will happen when your email address and name is transferred to Mailchimp,

which is located in the USA and therefore outside of the EEA. If CHA transfers your personal information outside of the EEA in this way, we will take steps to ensure that your privacy rights continue to be protected as outlined in this privacy notice by ensuring that at least one of the following safeguards is implemented:

- We may transfer your Personal Data to countries that have been deemed to provide an adequate level of protection for Personal Data by the European Commission.
- Where we use service providers based in the U.S., we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to Personal Data shared between Europe and the U.S. More details on this certification can be found at [www.privacyshield.gov/welcome](http://www.privacyshield.gov/welcome).

#### **WHAT ARE YOUR RIGHTS & HOW TO CHANGE YOUR DATA PREFERENCES AND OTHER RIGHTS YOU HAVE REGARDING YOUR DATA:**

You should find it easy to amend the personal information that we hold on you, or request that we stop contacting you. It is your data and we want to make sure you feel in control of it. Every email we send to you will include details on how to change your communications preferences or how to unsubscribe from future communications. The unsubscribe link will always be found at the very bottom of the email in the smaller print. You can also contact us by phone, email, or by writing to us using the contact details below.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the owner of Carina Haslam Art, Carina Gibson. Please send a description of the information you would like to see, together with proof of your identity to [carina@carinahaslamart.com](mailto:carina@carinahaslamart.com). We will delete the proof of identity from this email address after we have dealt with your request, and it will not be kept on file. We will respond to your request within 30 days.

To reiterate, you have the right to withdraw your consent regarding any of your data we hold on you and to have information held by us about you corrected. If you have any concerns about the accuracy of your personal data, please let us know using the contact details below.

You have the right to access the data we hold on you. In certain circumstances you also have the right to:

- request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- to object to processing of your personal data. This right exists where we are relying on a legitimate interest as the legal basis for our processing and there is something about your particular situation, which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.

- request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- request the transfer of your personal data. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

We will respond to requests to exercise these rights free of charge within a month of receiving your request. Should we not honour these rights, you have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office: [www.ico.org.uk](http://www.ico.org.uk)

For all of the above, please contact us here: [carina@carinahaslamart.com](mailto:carina@carinahaslamart.com) | 01494 866 914 | Carina Haslam Art, 89-91 The High Street, Great Missenden, Buckinghamshire, HP16 9DA.

#### **REPORTING A BREACH OF YOUR DATA TO THE INFORMATION COMMISSIONER'S OFFICE [ICO]:**

In the extremely unlikely event that we accidentally send your personal contact details to the wrong recipient, and if this breach of your data is deemed to be a severe risk to your rights and freedoms as a data subject, you will be informed and your case will be reported to the ICO, who have measures in place to take the case further. CHA staff are trained in the data breach notification procedure. Please be reassured that given the limited amount of data we hold on you, that an incident of this severity is very unlikely to occur.

#### **UPDATES OR CHANGES TO THE PRIVACY POLICY AND FURTHER INFORMATION:**

This notice was last updated on 24 May 2018. It may be updated again to take into account changes at CHA, for example, to reflect changes to regulation or legislation.

Updates to this policy will be made to this document and posted on [www.carinahaslamart.com](http://www.carinahaslamart.com). Please check back from time to time. We may also inform you of any changes where we hold an appropriate email address for you.

Further information on data protection regulations and laws can be found here:

- Data Protection: <https://ico.org.uk/for-the-public>