

Privacy Policy

Lisa Rothwell-Young Jewellery
Studio 51, Ashley Bank House, High St, Langholm, DG13 0AN
info@lisarothwell-young.co.uk

Data Protection Officer: Lisa Rothwell-Young

I do not and will not sell or share your information with anyone else, unless I am required by law to do so.

Your information is securely stored via mailchimp (for e newsletters), in password protected digital format (mailing list) or in secure storage (paper form).

I do not have access to your bank/card information. Payments are processed by IZettle and/or paypal, our shop uses woo commerce to process your orders.

Your personal information is collected in order that I can

- send you our newsletter
- update you on new collections or offers etc
- send invites to events
- process your orders
- fulfill a contract I may have with you for a piece of bespoke jewellery
- contact you about your jewellery making course or lesson.

Jewellery order forms are kept indefinitely. This is to ensure that if a piece should need repair/resizing or is returned for remodelling I know exactly how, when and with what it was made. This information is also used should you require an insurance replacement value at a later date. This information is also kept for tax records.

Google analytics are used on my website, for instance so that I can tell which pages my customers visit most often. This information does not identify specific people. When you like, comment or message me on social media, I see certain information about you depending on your privacy settings and the specific app. This information is only used to

- answer your questions
- reply to you in conversation
- invite you to like or follow my page.

You have the right to ask what information I hold about you and for a copy of it to be supplied in a permanent format. If you would like to see what information I hold about you, please write to me at the above address. You have the right to ask for information to be rectified, where it is inaccurate. You have the right to ask for your information to be deleted. You can opt out at any time by unsubscribing or contacting me at: info@lisarothwell-young.co.uk

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

15 May 2018