



REAL ARTS WORKSHOPS LTD

The Studio, 26 Romsey Road, Wolverhampton WV10 6EX

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Web: [www.realartsworkshops.co.uk](http://www.realartsworkshops.co.uk)

## PRIVACY NOTICE

'Real Arts Workshops'

### 1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“**We/Us/Our**” means **Real Arts Workshops Ltd**, a private limited business whose main trading address is 26 Romsey Road, Wolverhampton, West Midlands WV10 6EX, Registered in England and Wales **Company Number: 13852468**.

“**Services**” Shall mean the services provided by us.

“**Account**” means an account required to access and/or use certain areas and features of our Site and/or Business;

“**Cookie**” means a small text file placed on your computer or device by our Site when you visit certain parts of our Site and/or when you use certain features of our Site. Details of the Cookies used by our Site are set out in section 11, below;

“**our Site**” means this website, [www.realartsworkshops.co.uk](http://www.realartsworkshops.co.uk);

“**UK and EU Cookie Law**” means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended in 2004, 2011 and 2015; and 2018.

### 2. Who We Are

2.1 Our Site, [www.realartsworkshops.co.uk](http://www.realartsworkshops.co.uk), is owned and operated by **Real Arts Workshops Ltd**, whose main trading address is 26 Romsey Road, Wolverhampton West Midlands WV10 6EX.

2.2 Our data compliance manager is Mr Alexander Vann who can be contacted at [realartsworkshops@gmail.com](mailto:realartsworkshops@gmail.com)

### 3 (i). How We May Collect Your Personal Data : Online

In general you can visit this Site without telling us who you are or providing any information about yourself. In some areas of the Site we ask you to provide information that will enable you to join us, to process an enquiry, to help you in some other way or to follow up with you. Generally, we request identifying information when you:

- Send an on-line Enquiry Form
- Request information to be sent to you.

### 3(ii). How We May Collect Your Personal Data : Offline

You can do business with us in other ways, for example face to face, via telephone and on email. We will normally ask you to provide information that will enable us to process an enquiry, to book a workshop session or to follow up enquiries with you. Generally, we request identifying information when you:

- Request a face to face meeting

- Talk to us on the telephone
- Communicate with us via SMS text, email; Skype and WhatsApp
- Communicate via Instagram, Twitter and FaceBook and any other online direct messaging services

#### **4. What Data Do We Collect and hold?**

Some data will be collected automatically by our Site and our application (for further details, please see section 11 on our use of Cookies), other data will only be collected if you voluntarily submit it and consent to us using it for the purposes set out in section 5, for example, when signing up for information from us about our services. Depending upon your use of our Site, we may collect some or all of the following data:

- 4.1 Name;
- 4.2 Email address;
- 4.3 telephone number (optional);
- 4.4 postal address (optional)
- 4.5 Date of birth
- 4.6 Bank account information

If we receive any other personal information in the course of providing our Services to you from another data subject, you can expect this to be treated with the same level of responsibility as the above.

#### **5. How we will use your information**

If you choose to give us personal information for any of the purposes above, this information is retained by us and will only be used to support your customer relationship with us. This support will include reminders by email, post and SMS.

You can cancel receipt of enquiries by contacting us on the details below.

With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email AND/OR telephone with information, news and offers on our services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that We fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, as amended in 2004, 2011 and 2015.

#### **6. How long do we hold your information?**

In principle, your personal data shouldn't be held for longer than is required under the terms of our contract for services with you. However, we're subject to regulatory requirements to retain data for specified minimum periods.

You have the right to request deletion of your personal data. We'll comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

#### **7. Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- If you agree to us using your personal information to contact you directly for information purposes, you may change your mind at any time by writing to us or emailing us at [realartsworkshops@gmail.com](mailto:realartsworkshops@gmail.com)
- You can unsubscribe from our email campaigns by clicking on the **unsubscribe** link located at the foot of the email.
- We will not sell, distribute or lease your personal information to third parties unless we

have your permission, require this information in order that we fulfil a contractual obligation with you or are required by law to do so.

We may contract with third parties to supply services to you on our behalf. These may include payment processing, delivery of goods, creative partners (for example: our web designer and our print company.)

## **8. Access to your information and correction**

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to: **Real Arts Workshops, 26 Romsey Road Wolverhampton West Midlands WV10 6EX**

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Our ICO certification number is: **ZB311526**

## **9. What Happens If Our Business Changes Hands?**

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Data provided by users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use the data for the purposes for which it was originally collected by us, unless agreed otherwise with you.

## **10. Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## **11. Cookies / Google Analytics**

These are text files placed on your computer to track visitor use of the website activity and help us to develop and improve your client experience. You can find out more about these and update your preferences by visiting: **[www.youronlinechoices.eu](http://www.youronlinechoices.eu)**

Our Site uses analytics services Google Analytics (provided by Google). Website analytics refers to a set of tools used to collect and analyse usage statistics, enabling us to better understand how people use our Site. This, in turn, enables us to improve our Site and the services offered through it. You do not have to allow us to use these Cookies, as detailed below, however whilst our use of them does not pose any risk to your privacy or your safe use of our Site, it does enable us to continually improve our Site, making it a better and more useful experience for you.

## **12. How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you:

by email: [realartsworkshops@gmail.com](mailto:realartsworkshops@gmail.com)

or by post to: Alexander Vann, 26 Romsey Road, Wolverhampton West Midlands WV10 6EX

This Privacy Policy was last updated in January 2023.