



## Customer Privacy Notice

Tapisserie Ltd is committed to protecting and respecting your privacy. We take our responsibilities seriously and will only use your personal data we hold in accordance with the law. This Privacy Notice sets out the basis on which your personal data will be handled, stored and shared by us. Please read the following to understand what we do with your information.

### 1. Personal data we may collect from you

We may collect and hold a range of different information about you as a Customer. This allows us to provide the services set out as a shop and keep in contact with you.

This information may include:

- a) Name;
- b) Business and Home address;
- c) Telephone (home, office and mobile);
- d) Email (personal and work);
- e) Credit Card details;

We do so in accordance with applicable law (including with respect to safeguarding or employment) or by explicit consent.

When you visit our website, the servers record information "log data", including information that your browser automatically sends whenever you visit the website. This log data includes your Internet Protocol ("IP") address, browser type and settings, the date and time of your request.

### 2. How we use your information

We use your information to provide the services offered by the shop. These include (but are not limited to):

- a) Administrating your projects, sending newsletters, updating ongoing projects
- b) Facilitating order project order sheets for bespoke items
- c) Contacting other customers on your behalf when you request it
- d) Circulating information about the projects and new ideas
- e) Bespoke projects to be featured on our website for inspiration

We may also use your information to:

- a) Administer and maintain customer records; and
- b) Process payments by direct debits, credit cards and maintain accounts.

### 3. Security

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of the Information. Our security procedures mean that we may occasionally request proof of identity before we disclose the Information to you.

### 4. How we share your information

#### 4.1.1 Third parties

We provide information to selected third parties, in order for them to supply services to us in relation to your customer orders.

Such third parties may include (but are not limited to) the following:

- a) Selected suppliers, artists and sewers of products and services to the Shop.

The Shop can provide details on request of any third parties that process your data.

We will not share your personal information with third parties who intend to use it to send marketing content to you.

#### 4.1.2 Disclosures and security

We will only share your personal information with third parties that have provided sufficient guarantees in respect of their data security measures. We require all third party contractors to undertake the same security measures that the shop would have to take if we were doing the processing.

#### **4.2 Transfers abroad**

We will only transfer your personal information to third parties based in countries outside the European Union ('third countries') in very limited circumstances.

We will also only transfer your personal information to third countries when the organisation receiving your information has provided adequate safeguards to ensure your data is protected. These are likely to comprise standard data protection clauses in the form of template transfer clauses adopted or approved by the European Commission.

#### **5. The legal bases for processing your personal data**

The GDPR sets out a number of different reasons for which an organisation may collect and process your data. We rely on the following legal bases:

##### **Consent**

- › In specific situations, we will collect and process your information with your consent. We will always make it clear to you what you are consenting to and what information is necessary for which services.

##### **Contractual obligations**

- › In certain circumstances, we need your information to carry out our contractual obligations.

##### **Legal obligations**

- › If we are required to by law, we may need to collect and process your information.

##### **Legitimate interests**

- › In specific situations, we require your information to pursue our legitimate interests in a way which you might reasonably expect as part of running our business and providing the services of the Shop, and which will not materially impact your rights, freedoms or interests.

In the case of special category data, we will seek your explicit consent in line with our obligations under the GDPR.

#### **6. Your rights**

The GDPR, which applies as of 25 May 2018, gives you certain rights over your personal information:

- › Right to access the Information;
- › Right to have the Information kept up to date;
- › Right to have the Information erased;
- › Right to restrict our processing of the Information;
- › Right to have the Information transferred from us to another organisation; and
- › Right to object to our processing of the Information.
- › Right to lodge a complaint concerning protection of the Information with the Information Commissioner's Office.

You can submit a request to exercise any of these rights in accordance with the GDPR. It will be free of charge, except where we deem it unfounded or excessive.

A fuller explanation of each of these rights, and the formal request procedure, is available on request.

#### **7. Changes to our Privacy Notice**

The Shop may update this Privacy Notice as appropriate. We will never materially change our policies or procedures to make them less protective of personal information collected in the past.

#### **8. Contact us**

If you have any questions, comments or concerns regarding this Privacy Notice or the way we handle your personal data, or wish to make any requests, please address these to:

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