

Sophie Medhurst Artist. Privacy Policy

15th September 2023

This applies to www.sophiemedhurst.com

A website which acts as an online portfolio and sales site for Sophie Medhurst

This privacy policy has been compiled to better serve those who are concerned with how their Personally Identifiable Information is being used online. This is information that can be used on its own or with other information to identify, contact or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

Our contact details

Name: Sophie Medhurst Artist

Address: 136 Hayes Chase, West Wickham, Kent BR4 0JB

Phone Number: 07738 761582

E-mail: sophie.medhurst@sophiemedhurst.com

The type of personal information we collect

We currently collect and process the following information:

- Name and contact details. Contact details are email address(es), mailing address, landline/mobile phone numbers.
- Financial information relating to payment and delivery of artwork (eg credit/debit card details), processed through Paypal.

How we get the personal information and why we have it

When contacting us or ordering on our site, as appropriate, you may provide or be asked to enter your name, email address, mailing address, credit/debit card information or other details to help you with your experience. This is collected for the following reasons:

- To respond to you when you contact us, to reply to any queries or comments you may have and provide you with any information in relation to those queries or comments.
- To process an order, provide updates or information regarding an order and where applicable to arrange for your order to be delivered to you
- To process a payment for an artwork.
- To market to our mailing list. If you choose to be on our mailing list, we will store your email address so that we are able periodically to send you emails with newsletters, marketing and other information about available or upcoming

Date: 15/09/2023

artwork, upcoming events and about the business in general. If you have requested or chosen to be on our mailing list, your email address will be stored indefinitely until you request to be removed from the mailing list. You can request that your email address is removed from the mailing list at any time by contacting us at sophie.medhurst@sophiemedhurst.com and we will promptly remove it.

- To send occasional emails to clients after an original transaction has occurred. You can request to opt out of these emails at any time by contacting us at sophie.medhurst@sophiemedhurst.com.

Third-party disclosure

We do not sell, trade or otherwise transfer to outside parties your Personally Identifiable Information unless required to do so by law, or in order to perform our legal or contractual obligations.

Third party links

We may share the personal information with courier or similar delivery companies to arrange delivery of your artwork to you. We will only share the information necessary with them for the delivery: your name, address and if necessary telephone/mobile number.

We accept payment through Paypal. When processing payments, some of your data will be passed to Paypal, including information required to process or support the payment, such as the payment total and billing information. Please see the Paypal policy for more details.

Lawful basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. This applies to the storage of your email address if you have chosen to be on our mailing list. We will always ask for your consent to be on our mailing list and for your email address to be stored by us for this purpose.

You are able to remove your consent at any time. You can do this by contacting Sophie Medhurst at sophie.medhurst@sophiemedhurst.com

(b) We have a contractual obligation in relation to an artwork purchase or in order to communicate with you, provide information or respond to queries in relation to a possible artwork purchase

How we store your personal information

Your information is securely stored. Our data manager for this data is Sophie Medhurst and is the only person within the business with access to your information.

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order to maintain the safety of your personal information.

Information may also be stored on the business email system which is password secure and associated, GDPR-compliant archive data storage centres. Our password-secure email system is only viewed by our Data Manager, Sophie Medhurst.

All transactions are processed through a gateway provider (PayPal) and are not stored or processed on our servers.

Customer purchase records are kept for a minimum of 6 years to comply with legal requirements.

If you have requested to be on the mailing list, your email address will be stored indefinitely until you request to be removed from the mailing list. Once a request to unsubscribe is received it will be removed promptly.

We will delete your information in the timescales noted above.

Do we use 'cookies'?

Yes, this site uses third-party website tracking technologies to provide and continually improve our services, and to display advertisements according to users' interests. You may choose to accept or not accept these cookies on the pop-up banner which appears with the home page, but this may disable some of the site's features.

Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow them) that enables the site's or service provider's systems to recognise your browser and capture and remember certain information.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent in certain circumstances (in relation to your email being stored for our mailing list)

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at sophie.medhurst@sophiemedhurst.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at sophie.medhurst@sophiemedhurst.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>