



PRIVACY POLICY

The information featured on this Policy and on our Website is the copyright of EJR Ceramics unless otherwise indicated.

To process your order, book our various workshops, allow us to exhibit our products in your gallery/shop, or to receive information and news updates, we require your name, address, phone number, email address and banking or credit card information where appropriate. We use this information to process the above and if any questions should arise, we would contact you about your order/workshop or exhibition. If we need to contact you, we will contact you via email first. If unsuccessful (or time is critical), we will try to contact you by phone.

Any records of orders, exhibitions or workshops spaces sold and payments will be retained within our Sage accounting system. Sage is a third-party data processor. Payments made via Credit / Bank Card will be processed via Pay Pal Services.

Any information provided by you will be used for EJR Ceramics purposes only. However, EJR Ceramics may need to provide your name and delivery address to third parties that are involved in the processing of your order and for delivering specific services to you (for example, the courier that delivers your order or the financial institution that issued your credit card). Your information will not be shared with individuals or other companies (such as direct mail organizations or other third parties) unless required by law.

There are times when we may request information from you, such as your, name, address and e-mail address or telephone number. When additional information is requested, we will try to let you know at the time, how we intend to use the personal information you provide, such as respond to your inquiry, accept an order, booking a workshop or mailing you information about products, workshops or exhibitions etc. EJR Ceramics will do our best to maintain the accuracy of any personal information you do supply to us.

We don't like junk mail either, so we will not be sending you numerous emails and jamming up your inbox. We aim to limit marketing emails.

Our mailing list will be linked to Mailchimp. Mailchimp is a third-party data processor. Mailchimp will receive your name and address, telephone and email so that we can send you updates on EJR Ceramics products and services.

You can choose to leave this mailing list at any time by contacting us directly via email or telephone. Data collected from you forms the basic building blocks required to provide you with EJR Ceramics products and services. Not providing this information or asking us to stop using it, will prevent us from offering our products and services to you.

You can help EJR Ceramics update and maintain the accuracy of any personal information you supply by notifying EJR Ceramics of any changes to your address, title, phone number or e-mail address.

DISCLAIMER

The contents of this web site are for information only and neither the author nor EJR Ceramics accept any responsibility for any loss or damage caused from reading or use of these pages. Whilst every care has been taken in the compilation of these pages, EJR Ceramics disclaim any warranty or representation, express or implied about its accuracy, completeness or appropriateness for a purpose. Any views expressed in these pages are not necessarily those of EJR Ceramics. If you find anything that causes concern please let us know.

Tel: 01728 860125

Email: ejrceramics@btinternet.com



DATA PROTECTION AND PRIVACY STATEMENT

EJR Ceramics regard your privacy as important and comply with the Data Protection Act 1998. EJR Ceramics will only use any personal information you send for the purposes for which you provide it, or where allowed by law. EJR Ceramics will only hold your information for as long as necessary for these purposes and will not pass it to any other parties unless this is made clear to you. All employees who have access to your personal data or are associated with the handling of that data are obliged to respect the confidentiality of your personal data.

LINKS DISCLAIMER

EJR Ceramics include links from our website to other websites. Many of the links from our site lead to sites maintained by other organisations or individuals. EJR Ceramics is not responsible for the contents or reliability of linked websites and does not necessarily endorse the views expressed within them. Listing shall not be taken as endorsement of any kind. No responsibility is assumed by EJR Ceramics for the contents of their pages. EJR Ceramics will not be able to deal with any queries arising from these external websites – please contact the provider of the website.

BROKEN LINKS

We cannot guarantee that links to our website will work always and we have no control over availability of linked pages.

If your browser reports that it cannot contact the site, there is probably a fault at the website and it may be worth trying again later. If you would like us to link to your site, or another site you find useful, email: EJRceramics@btinternet.com with the URL and we will consider adding a link.

LINKS TO THIS SITE

You are welcome to make a link to any page on our site if you think it is useful. However, you must acknowledge EJR Ceramics copyright if you copy any text or graphics from our pages onto your own, or include any graphics on our site within your pages.

YOUR CONSENT

By using EJR Ceramics website and signing up to our newsletter, you consent to the use of this information by EJR Ceramics for the purposes described above. If EJR Ceramics decide to change our Privacy Policy, we will post the changes onto the website and email you, so that you are always aware of what information we collect, how we use it and in what circumstances we disclose it.

Email: ejrceramics@btinternet.com

Cookie Information

Cookies are small bits of text used by a browser to store information on your computer's hard drive. Each cookie can only be read by the web server that originally issued it. Cookies cannot profile your system or collect information from your hard drive. Most On-Line retailers use cookies. EJR Ceramics currently does not use cookies to store any information.

Your Rights Under GDPR from May 2018

The Right to be Informed

We meet your rights by providing you with a privacy policy and statement



The Right of Access

You have the right to obtain confirmation that your data is being processed and access to your personal information, also known as subject access rights,

The Right of Rectification

You have the right to update us with any changes to your personal information if it is inaccurate or incomplete

The Right of Erasure

The right to erasure is also known as 'the right to be forgotten', the broad principle underpinning this right is to enable you to request the deletion or removal of personal data whether there is no compelling reason for its continued processing.

The Right to Restrict Processing

When processing is restricted, you permit us to store your personal data, but do not allow us to further process it we can retain just enough information about you to ensure that the restriction is respected in future.

The Right to Data Portability

It allows you to obtain and reuse your personal data for your own purposes across different services. It allows you to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance or usability.

The Right to Object

You have the right to object to processing on legitimate interests or the performance of a task in the public interest, direct marketing and processing for purposes of scientific or historical research and statistics.

The Right to Lodge a Complaint with the Supervisory Authority

the supervisory authority with regards to data protection and privacy is the Information Commissioners Office (ICO) Contact them on www.ico.org.uk or telephone 0303 123 1113.

Relevant Legislation

Data Protection Act 1998 (DPA)

EU General Data Protection Regulations 2018 (GDPR)

Third Party Data Processors

Mailchimp is a trading style of The Rocket Science group LLC. Based in the US and complies with the E-US privacy shield.

Pay Pal Services is duly licensed in Luxembourg as a bank (or "credit institution" in legal terms). They are under the prudential supervision of the Luxembourg financial regulatory authority, the Commission de Surveillance du Secteur Financier or CSSF. The CSSF maintains a register of the organisations that it regulates at (Europe) S.à.r.l. et Cie, S.C.A., 22-24 Boulevard Royal L-2449, Luxembourg.

HM Revenue and Customs are based in the UK and complies with the prevailing UK legislation.



Sage UK are based in the UK with servers located in the UK, Europe and the U.S. Sage complies with the prevailing UK legislation alongside the EU-US privacy shield

Additional Third-Party data processors may apply to your unique circumstances, including courier services. Please contact us for an up to date list if required.

Version	Date	Version update Detail
1	24/05/2018	Released