



CUP Ceramics CIC Privacy Policy

CUP Ceramics Community CIC

Unit 10 Foley Trading Estate, Hereford, HR1 2RU

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info@cupceramics.com

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics including special educational needs
- Our annual survey includes gender/sexual orientation/cultural background/dietary requirements
- Customer email addresses, home addresses and telephone numbers
- Customer financial information
- Images of users for internal and external marketing purposes
- Employee/Freelance practitioner data
- Website user stats

How we get the personal information and why we have it:

All of the personal information we process is provided to us directly by you for one of the following reasons:

- Subscribing to our mailing list
- Purchasing services
- Purchasing products
- Images of users for internal and external marketing purposes
- Personal information of participants shared with the company by Herefordshire Local Authority
- Annual feedback survey

We use the information that you have given us in order to:

- As a CIC Information is discussed quarterly at board meetings to set targets to improve access and diversity.
- To ensure participants specific needs are catered for.
- To inform our targeted demographics in marketing campaigns
- To provide evidence to gain grant support

We do not share any personal information with other organisations for marketing or financial purposes.

We do share personal information of freelance practitioners and staff with the Disclosure and Barring service for safeguarding purposes.

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

- **Your consent. You are able to remove your consent at any time. You can do this by contacting: Colin Hamilton, CUP Ceramics CIC, Unit 10 Foley Trading Estate, HR1 2SF, cupceramics@gmail.com**
- **We have a contractual obligation in the cases of safeguarding**
- **We have a legal obligation in the cases of safeguarding**
- **We have a legitimate interest.**

How we store your personal information

Your information is securely stored on our digital database.

Digital data will be deleted if and when the individual withdraws consent. When the individual objects to the processing and there is no overriding legitimate interest for continuing the processing. The personal data was unlawfully processed (in breach of the GDPR). The personal data has to be erased in order to comply with a legal obligation.

We keep physical information from events for no longer than 1 year when we will then destroy this 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 object to processing - You have the right to object to 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.

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: **cupceramics@gmail.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: **Colin Hamilton, CUP Ceramics CIC, Unit 10 Foley Trading Estate, HR1 2SF, cupceramics@gmail.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>