

# Data Protection / Privacy Policy

At Caroline Dyet Art we take our data protection responsibilities seriously. This privacy notice describes the type of personal information we hold, why we hold it and what we do with it.

## Information That We Hold

We can only keep and use information for specific reasons set out in law. If we want to keep and use information about you, we can only do so in particular circumstances. Below, we describe the information we hold and why, and the lawful basis for collecting and using it.

## Contact Details

We may hold personal information about you including your name, date of birth, address, telephone number and email address. This information allows us to fulfil our contract with you. We will also use the information to send you reminders as we have a legitimate interest to ensure the continuing care of your artwork and to make you aware of our services.

## Financial Information

We hold information about the fees we may have charged, the amounts you have paid and some payment details. This information forms part of our contractual obligation to you and allows us to meet legal financial requirements.

## Sharing Information

Your information is normally used only by those working at Caroline Dyet Art. We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary. We will let you know in advance if we send your information to another provider and we will give you the details of that provider at that time.

## Keeping Your Information Safe

We store your personal information securely on our computer system. Your information cannot be accessed by those who do not work at Caroline Dyet Art and only those working at Caroline Dyet Art have access to your information. They understand their legal responsibility to maintain confidentiality and follow company procedures to ensure this. We take precautions to ensure security of the premises, filing systems and computers. Our computer system has a secure audit trail and we back-up information routinely. At your request, we will delete non-essential information (for example some contact details).

## Access To Your Information & Other Rights

You have a right to access the information that we hold about you and to receive a copy. We do not usually charge you for copies of your information; if we pass on a charge, we will explain the reasons. You can also request us to:

- Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to a third party, we will let them know about the change.
- Erase some of the information we hold. For legal reasons, we may be unable to erase certain information, however, we can, if you ask us to delete some contact details and other information.

- Stop using your information - for example, sending you information about our services. Even if you have given us consent to send you marketing information, you may withdraw that consent at any time.

- Stop using information if you believe the information is inaccurate or you believe we are using your information illegally.

If we are relying on your consent to use your personal information for a particular purpose, you may withdraw your consent at any time and we will stop using your information for that purpose. All requests should be made to us in writing using either the CONTACT page available on this website or by email to [info@carolinedyetart.com](mailto:info@carolinedyetart.com)

### **If You Do Not Agree**

If you do not wish us to use your personal information as described, you should discuss the matter with your representative. If you object to the way that we collect and use your information, we may not be able to continue to provide our service. If you have any concerns about how we use your information and you do not feel able to discuss it with your representative, you should contact The Information Commissioner's Office (ICO) website for further details - <https://ico.org.uk>

### **Our Details**

This website is owned and managed by Caroline Lyons, founder of Caroline Dyet Art

Our main place of business is:

Caroline Dyet Art, 62 Muir Drive, Irvine, Ayrshire KA12 0NN

You can contact us:

- (a) by post, to the postal address given above;
- (b) using the website contact form;
- (c) by email, using [info@carolinedyetart.com](mailto:info@carolinedyetart.com)