**Artyfakes Action Props Ltd**

**Privacy Policy incorporating General Data Protection Regulations (GDPR):**

Your privacy and the protection of your personal information is important to us. This Privacy Policy is for Artyfakes Action Props Ltd and this website www.artyfakes.co.uk

Please read this privacy statement which explains how we use, store and protect your data and personal information.

Data Protection law changed on 25th May 2018. This policy sets out most of your rights under the new laws. We may update this policy again between now and 25th May 2018 when changes come into effect.

**What information we collect about you:**

The personal information you provide us (name, email address, address and telephone number) will be used to contact you to talk to you about any Artyfakes Action Props Ltd items or services you request.

We collect this information when you fill in forms on our website or at events, or when you communicate with us by post, phone or email including when you order our items or services, request information to be sent to you or subscribe to our social media.

We may need to collect additional information to provide the item or services you have requested from us and to carry out our obligations arising from any contracts between you and us. This may mean sending your details to third party service and product providers so that we can carry out the services you have requested from us. Our legal basis for collecting this information and sharing it in this way is to enter into a contract with you.

**How we use your information for marketing purposes:**

We may wish to send you news about the industry and about our items and services which may be of interest to you. This may be by post, telephone, email and text message. We will not use your personal information for these purposes, unless you have given your consent by checking the appropriate boxes on the forms we use to collect your personal information.

If you have consented to receive marketing information but later change your mind, you have a right to opt out any time. This can be done at any time by notifying us by email.

If you no longer wish to be contacted for marketing purposes by telephone or text message, please contact us in writing at Artyfakes Action Props Ltd, Mere Farm, 5 Bell Lane, Saham Toney, Norfolk, IP25 7HD.

Our emails may contain tracking facilities within the email. Your activity may be tracked and stored in a secure database for future analysis and evaluation. Such tracked activity may include; the opening of emails, the clicking of links within the email, dates and frequency of activity. Our legal basis for processing this data in this way is for our legitimate business interests as this information is used to refine future email campaigns and supply you with more relevant content based around their activity.

**How long we keep your information**:

We will not retain your personal information for longer than is necessary to provide our items or services and we will remove it from our system once our items and services are complete. An exception will be if we are required to do so for legal or regulatory requirements.

If you consent to marketing, your information we use for marketing purposes will be kept on our systems until you notify us that you no longer wish to receive this information and unsubscribe.

**How we store and transfer your information**:

All the personal information we collect is processed by our staff in the UK. For the purposes of IT hosting, maintenance and marketing this information is located on servers within the European Union and may be transferred to and stored outside the European Economic Area. By submitting your data, you agree to this transfer, storing and processing.

We are committed to ensuring that your information is kept secure. We maintain strict security standards and procedures to prevent unauthorised access to your data. We have put in place a variety of physical, electronic and managerial procedures to protect the security of your data. Our staff and any third-party suppliers adhere to our privacy standards and we regularly check them for compliance.

**Who we share your information with:**

We will not share or sell your information for marketing purposes with other companies.

We may need to share your information with third party service and product providers so that we can provide the items and services you have requested from us and to carry out our obligations arising from any contracts between you and us.

We may also share your name and email information with third-party suppliers who provide us with support services and may process your data on our behalf. We have written contracts in place with all such entities which require them to process your data only in accordance with our instructions.

We may disclose your personal information to other third parties in the following situations:

* if Artyfakes Action Props Ltd is sold to a third party, in which case personal data held by us about you will be one of the transferred assets.
* if we are under a duty to disclose or share your personal data to comply with any legal obligation.

By submitting your data, you agree to this transfer and processing of your data.

**Your rights and how you can access or change your information:**

You have the right to request a copy or request correction and/or deletion of your personal information.

If you would like to access your personal data held by us or want to correct or remove information you think is inaccurate, please write to us at Artyfakes Action Props Ltd, Mere Farm, 5 Bell Lane, Saham Toney, Norfolk, IP25 7HD, we will process your request no later than 20 days after you ask us.

**Our website and your information**:

Cookie policy: Our website uses cookies. A cookie is a tiny file containing small amounts of information which is downloaded to your computer or device when you visit a website. Cookies do many different things, such as remembering your preferences and help us to improving your online experience. By using our website you consent to our use of cookies. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of our website.

External links: Our website contains links to and from other third-party websites or social media sites. We cannot be held responsible for the security of these sites and we advise users to read the privacy policies of other websites before registering any personal data.

Enquiry form data: The online enquiry form requires a user to enter personal information to allow us to contact you about the items and or services you requested. This information is stored in a secure database and not in a cookie. It is not readable by other websites. The transmission of information via the internet is never 100% secure. We will do our best to protect your personal information, but we cannot guarantee the security of your information transmitted from our website via our forms. Any transmission is done at your own risk.

**Changes to our privacy policy:**

We keep our privacy policy under regular review to make sure that we continue to maintain your privacy and keep your information safe. We reserve the right to update this policy and any changes will be posted on this web page. We may email you directly with any changes if we think it is necessary.

**How to contact us:**

If you have any questions about our privacy policy or information we hold about you, please write to us at Artyfakes Action Props Ltd, Mere Farm, 5 Bell Lane, Saham Toney, Norfolk, IP25 7HD or email us through our website or contact form.

Our data protection officer is **Nicolas Samiotis.**

If you are not happy with how we collect and use your data, we would be grateful if you contact us first so that we can try to resolve it for you. If you aren’t satisfied with our response you have the right to complain to the Information Commissioner’s Office (www.ico.org.uk).

This privacy policy was last updated on 24th August 2019.

This policy will be reviewed annually by the Director.

Signed: Nicolas Samiotis

Date: 24th August 2019.

Review Date: 24th August 2020