

Privacy & Cookie Policy

I take your privacy very seriously as it is very important that it is protected. This website www.artbyirenagrazia.com is General Data Protection Regulations (GDPR) compliant.

This Policy covers ArtByIrenaGrazia in relation to the collection and use of the information you give me. This Policy may change from time to time. Please check this link (Privacy & Cookie Policy) whenever you provide me with your personal information. If significant changes are made to the policy I will contact you directly.

Please email Irena at artbyirena.grazia@gmail.com :

- If you have any questions about this Policy or concerning your personal information.
- If you want to contact me about your marketing preferences.
- If you change your contact details so we can stay in touch.
- If you want to unsubscribe from my email mailing list.

What type of personal information I collect:

When you subscribe on my website for occasional newsletters or regular blog updates – this will usually include your name, email address if you have subscribed to receive occasional news or regular blog updates via email.

When you placing an order - for shipping purposes this will include a name (either yours or in the case of a gift someone else's name) and postal address. Possibly a telephone number to assist with co-ordination.

If you are an international buyer: purchasing via my Etsy shop, all credit card transactions occur via the Etsy site over a secure transaction managed by them. Etsy is a reputable online third party vendor. Please see their *Etsy Terms of Service* and *Privacy & Cookies Policy* on their website. I do not directly process or retain financial information.

When you have given other organisations permission to share it: Your information may be provided to me by other organisations if you have given them your permission. This might, for example, be a charity working with me or might be when you buy a product or service from a third-party organisation. The information I receive from other organisations depends on your settings or the option responses you have given them.

When you use my Website: When you use my Website, information about you is recorded and stored. See the information about the use of cookies below.

When it is available on social media: Depending on your settings or the privacy policies applying for social media and messaging services you use, like Facebook, Instagram or Twitter, and only within the context of the services I offer, you might give me permission to access information from those accounts or services. I won't share this information.

To process a refund, in the event a refund is agreed: For international buyers this will be processed through my Etsy shop, a reputable online third party vendor. All credit card transactions occur via the Etsy site over a secure transaction managed by them. Please see their *Etsy Terms of Service* and *Privacy & Cookies Policy* on their website. I do not directly process or retain financial information. For UK buyers, my preference is to send a cheque in the event a refund is agreed. Please read my refund policy within my terms and conditions, attached to my website.

How I use your information

Through providing personal information to me you will have agreed to receive information or that I carry out a service for you. I will proceed in the basis that I have your consent to use the information in the manner intended when you gave it to me.

- Squarespace who host the website transfer your subscription name and email address in a secure manner on to a secure Google Drive excel spread sheet. These are password protected within Squarespace and Google Drive.

For more information on Squarespace policies, see the official Squarespace *Terms of Service* and *Privacy Policy* on their website.

For more information on Google policies, see the official Google *Terms of Service* and *Privacy Policy* on their website.

- Storing your personal information that you have given to me on a mailing list that is password protected.
- Using the personal information you have given me to send you occasional newsletters or regular blogs, details of new paintings or products etc.

- When international buyers purchase through my Etsy shop, Etsy (third party vendor) process all credit card transactions via the Etsy site over a secure transaction managed by them. Please see their *Etsy Terms of Service* and *Privacy & Cookies Policy* on their website. I do not directly process or retain financial information.
- To send to you what you have purchased. This will involve me passing on postal details to the post office or courier.
- Seeking your views on the services or activities we carry out so that we can make improvements.
- In the event a refund is agreed. To process a refund for international buyers, the Etsy third party vendor will process any refund using the original method used for purchase. All credit card transactions occur via the Etsy site over a secure transaction managed by them. Please see their *Etsy Terms of Service* and *Privacy & Cookies* policy on their website. I do not retain financial information. For UK buyers, my preference is to send a cheque, so this will involve me using your bank account name and postal details. Please read my refund policy within my terms and conditions, attached to my website.
- Maintaining records and ensuring I know how you prefer to be contacted
- Analysing the operation of our Website and analysing your Website behaviour to improve the Website and its usefulness. See the information about the use of cookies below.

How I keep your information safe

I understand the importance of the security of your personal information and take appropriate steps to safeguard it. I only use reputable third party companies, such as Squarespace, Google and Etsy.

Your name and email address provided upon subscription within my website is store securely in the GDPR-compliant cloud-based applications.

Both cloud-based applications and my computer where your information is stored is password protected and only I have access.

After a sale, an email trail will be kept in order for me to comply with legal and regulatory obligations (keeping records of sales for tax purposes etc).

No data transmission over the internet can however be guaranteed to be 100% secure. So, while I strive to safeguard your information, I cannot guarantee the security of any information you provide online and you do this at your own risk.

Who has access to your information?

- Third parties who provide services to me, for example, Squarespace and Google by process and storing your name and email address. Etsy site to process sales for buyers outside of the UK.

For more information on Squarespace policies, see the official Squarespace *Terms of Service* and *Privacy Policy* on their website.

For more information on Google policies, see the official Google *Terms of Service* and *Privacy Policy* on their website.

For more information on Etsy policies, see the official Etsy *Terms of Service* and *Privacy Policy* on their website.

- To send to you what you have purchased. This will involve providing your postal details to the post office or a courier.
- Analytics and search engine providers (Squarespace and Google) that help me to improve my Website and its use. See the information about the use of cookies below.
- I may also disclose your personal information if we are required to do so under any legal obligation
- Other than this, I will not share your information with other organisations without your consent.

How long I keep your information for

I will hold your postal information for as long as it is necessary for the relevant transaction.

I will hold your name and email addresses used to subscribe to occasional news or my regular blog for as long as ArtByIrenaGrazia exists, unless you unsubscribe.

If ArtByIrenaGrazia stops operating your contact details will be securely destroyed.

Links

Links on my Website may take you to third party sites over which I have no control. When linking to another Website from ArtByIrenaGrazia, you should read the privacy policy stated on that Website. My policy does not cover the use of your personal data on any third-party Websites.

My websites use of “Cookies”

As is common practice with almost all professional Websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience and the efficiency of the website. My website has a cookie pop up screen, this states that by continuing to use my website you confirm your acceptance of my use of cookies.

How my website use Cookies

My Website uses cookies to help it work and to track information about how people are using it, how often and what pages you visit.

Third Party Cookies

My site use cookies provided by trusted third parties.

This site uses Squarespace and Google Analytics to help to understand how you use the site and identify ways that I can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so I can continue to produce engaging content.

For more information on Squarespace Analytics cookies, see the official Squarespace *Cookie Policy* page.

For more information on Google Analytics, see the official *Google Analytics Policies, Terms of Service* and *Privacy Policy* on their website.

My Privacy Policy can and will be updated at any time and I will publish updates on this page.

Updated: 10th January 2021