

PRIVACY POLICY

TWOME is run by Isabella Strambio as a sole trader. Your privacy is important to me, and in this statement, I explain what personal data I collect from you and how I use it. I encourage you to read this statement and contact me if you have any queries regarding the data I hold about you.

This statement is divided into the different relationships I have with people engaging with TWOME. If you are unsure which category you fall into, you can contact me to find out.

General information

Sharing your data:

Under no circumstances is your data ever sold or rented to a third party.

I may share your data in the following circumstances:

- to service providers and affiliates (PayPal, workshop venues, postal services) who assist in the delivery of my products and services
- to third parties if I believe that disclosure is advisable or necessary to comply with the law, to enforce or apply my terms and conditions, or to protect the rights, property or safety of myself or others. This may include exchanging information with other companies and organizations for fraud protection and credit risk reduction

Access to your data:

You the right to request a copy of the information I hold about you. If you would like a copy of the personal information I hold, please contact me. You also have the right to be forgotten, so you can contact to request the data I hold be destroyed.

Clients and customers

What data I collect and where it's kept:

If you have booked or attended one of my workshops, I collect your name, email address, business name and social information. This data is held in Convertkit and Mailchimp (for more information, please see [MailChimp's privacy notice](#) and [Convertkit's privacy policy](#)) & Showit (for more information, please see [Showit privacy policy](#)).

If you buy an online course, I collect your name, email address, business name, Zoom contact details, social information and IP address. This data is held within Teachable (for more information, please see [Teachable's privacy policy](#)).

Why I need it and how I use it:

I need to know these basic personal data in order to contact you regarding your product or service and to monitor your progress.

You will not be added to any other marketing lists unless you have opted into those yourself. If you are also an email subscriber, please see the Email subscriber section below to see how your data is used in that context.

How long I keep it:

I am required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years. After this point your information will be kept until you notify me otherwise; you have the right to be forgotten so contact me if you would like your data to be destroyed.

Non-customer enquiries

What data I collect and where it's kept:

If you have enquired about my services via the contact form on my website, I collect your name and email address. This information is held within Showit (for more information, please see [Showit privacy policy](#)).

Why I need it and how I use it:

I need to know these basic personal data in order to contact you regarding your enquiry. You will not be added to any other marketing lists unless you have opted into those yourself. If you are also an email subscriber, please see the Email Subscriber section below to see how your data is used in that context.

How long I keep it:

Your information will be kept until you notify me otherwise; you have the right to be forgotten so contact me if you would like your data to be destroyed.

Email subscribers

What data I collect and where it's kept:

I collect your name and email address when you opt into my email list. This data is held in Convertkit and Mailchimp (for more information, please see [MailChimp's privacy notice](#) and [Convertkit's privacy policy](#)) & Showit (for more information, please see [Showit privacy policy](#)).

Why I need it and how I use it:

I use this information to remind you about my business and services – this means that I will send you a monthly email of resources and infrequent marketing communications about new products and services.

How long I keep it:

Your information will be kept until you notify me otherwise; you have the right to be forgotten so contact me if you would like your data to be destroyed.

Site users

What data I collect and where it's kept:

I may collect your IP address and information regarding your location and pages accessed. This data is collected and stored in Google Analytics.

Why I need it and how I use it:

This allows me to analyze my web traffic. This analysis is about general trends rather than you as an individual, and your IP address is encoded and not visible to me.

How long I keep it:

Your information will be kept until you notify me otherwise; you have the right to be forgotten so contact me if you would like your data to be destroyed.

Photography

I often take photos during the workshops-in-progress to use on social media, my website and other promotional material. Whilst we do not require your permission or a model release form under the UK law, I always ask your permission verbally at the beginning of my workshops and I will assume that it is implicitly given when you attend my workshops unless you tell me otherwise.

I will not take or publish pictures of anyone under the age of 16 without permission from their parents.

If at any point you believe the information we process on you is incorrect you request to see this information and even have it corrected or deleted. If you wish to raise a complaint about how I have handled your personal data, you can contact me and I will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

This policy was last updated 27/08/20.