



# Tattie Rose Flowers Limited Trading as Tattie Rose Studio Privacy Policy

## Introduction

Tattie Rose Studio respect your privacy and understand that privacy is important to you and that you care about how information about you is used, so this privacy policy sets out details about what data we collect and how we use it, whether you use any of our services or interact with our website

(<https://tattierosestudio.co.uk/>).

## About us

We, Tattie Rose Studio, travel throughout the country and internationally with our hand-picked team of highly skilled makers providing thoughtful, beautiful and exciting flowers and botanical sets for parties, events, select weddings and other interesting projects and commissions.

## How to contact us

If you have any questions about how we collect and use your information not covered in this privacy policy, or if you wish to speak to someone about our approach to data protection and privacy, please contact Emily Egar on [info@tattierosestudio.co.uk](mailto:info@tattierosestudio.co.uk)

## Data we collect and process

### People who visit our website

Where we collect personal data via our website, we will be upfront about it and it will be obvious to you that you're providing personal data and how we will be using it.

### Web server log information

We use a third-party to host our website. As with most websites, our website server automatically logs information about visitors to the site such as the IP address or your device, the pages accessed, the date and time of the request, how you got to the website (e.g. the website or URL (link) which referred you to our website), as well as your browser version and operating system. We cannot identify you from this

information and it is usually only collected for the purposes to monitor server and website performance, or to investigate a problem.

### **Cookies**

Cookies are data files which are sent from a website to your browser to record information about users of the website and can be used for various purposes. We do not use any cookies on the Tattie Rose Studio website.

## **People who receive our newsletters**

If you subscribe to our email newsletter, we will store your name and email address in our email list management software for the purposes of sending out the emails. You can unsubscribe from the list at any time by clicking the unsubscribe link at the bottom of emails, or by contact us. We do not automatically add anyone to the email list.

## **If you contact us**

### **Online forms**

If you fill out our website contact form (<https://tattierosestudio.co.uk/contact>) we collect your name, email address and if provided your phone number, date of your event and your message content. This information is sent to the relevant person via email and therefore stored within our email systems. A copy of the data you submit is also stored within our website database until it is no longer needed for the purposes of dealing with your enquiry, or for any of our legitimate interests (e.g to protect ourselves against a claim). As our site uses SSL (<https>) the data you submit using the contact form will be encrypted once you press the “Submit” button.

This information will be used to respond to your enquiry. If your enquiry relates to placing an order with us, we will process the information for this purpose also, in which case we will store this information in our third-party customer management system.

### **Via email**

If you send us an email (or we receive your contact form information via email), your email will be stored within our email service and within our employee’s email program on their device. This means we will store the information in the email, including your name, email address and the contents of the message within our email system.

We will only use this email information for the purposes of responding to the email, or for the purposes of processing an order, if that is what the email relates to, in which case we will store this information in our third-party customer management system.

### **Via phone**

If we speak with you on the phone (usually because you are a customer) we will maintain notes of our conversation within a customer record stored in our third-party customer management system.

### **Via an online messaging service**

If you contact us via an online messaging service, anything you provide in the communication (including your identity) will be stored within the messaging service. You should make sure you are happy communicating with us via such channels to ensure any information you provide is stored and sent securely.

If your messages relate to an order, we may store/copy this information to our customer management system.

## **If you place an order and are a customer**

If you place an order, become a customer, or are a customer, we will store any information you provide (emails and other correspondence, details of your event and associated planning information, etc.) within our customer management system, which helps us keep track and plan the services we are providing to you. Your information will also be stored within our email system.

## **Our use of social media**

If you interact with us on social media, unless you specifically contact us via the platform (in which case your data will be processed via the social media platform), we will not collect or use any of your information that may be available via your social media profile, unless it is lawful for us to do so.

## **Employee data**

If you are an employee, we store all information relating to your employment within our online file storage system (a cloud service provided by a third-party) and business management tool. This information (e.g. your contract, payroll information, absence and absence requests, etc.) are stored for as long as you are an employee, after which we will keep this information for up to 6 years after you have left.

## **Recruitment data**

If you contact us about a job, we will collect certain information from you (such as your name, contact details, address, copy of your CV, etc.) to consider your application. We will process this information for the purposes of considering your role and will keep it (typically in our email system and business management system) for as long as we are considering your application or if it is lawful for us to do so.

If your application is successful, your application data will form part of your employee file.

## **Suppliers, contractors and freelancers' data**

If you are one of our suppliers, contractors, or freelancers, we will collect the minimal information about you and your services as required to make use of your services and deal with invoices and payments for your services. Such information will be stored within our accounting package for the purposes of our accounts, within our banking payment system and business management tools, and will be retained accordingly.

Individual employees within our business may also retain your contact details within their email application and business management system, or via business cards that you may provide to us.

## **Retention of personal data**

Unless stated elsewhere in this document or in our terms of services we only store the data necessary to provide the services we provide to you. We will keep this data for as long as it is lawful for us to do so (this may be for as long as you are a customer or because of a legal obligation to retain the information, whichever is the longest).

## **Third party processors**

We use a number of third-party cloud-based services for the purposes of effectively running our business and providing our services to you. We also use a number of third-party organisations, e.g. accountants, HR support, etc.

In all cases where we are using a third-party service or company, we will only provide the minimal amount of information for the purposes of delivering the service to us and to meet our requirements.

We always carry out due diligence against all our third-party suppliers for the purposes of ensuring their compliance with data protection, maintaining adequate security of your data and ensuring they apply adequate data protection principles to the processing of the data we supply. We also make sure a legally binding contract (sometimes called a Data Processing Agreement or DPA) is also in place to protect your data.

## **Your rights**

Under current data protection legislation in the UK, you have rights as an individual which you can exercise in relation to the data we store and process about you. You can find more information about your rights on the Information Commissioner's website: <https://ico.org.uk/for-the-public/>

If you would like to exercise your rights, or if you have any questions, please use the following contact details: [info@tattierosestudio.co.uk](mailto:info@tattierosestudio.co.uk)

## **Access to your data (a so-called Data Subject Access Request)**

You have the right to ask us about what data we hold about you, how we process it and to ask us to provide you with a copy of the information, free of charge and within one calendar month of your request.

To make a request for any personal information we hold and process about you, we would prefer it if you could put it in writing or in an email to the addresses above. We will need to verify your identity before providing the information and where necessary may contact you further to ensure we understand what data you are requesting.

## **Keeping your data accurate and up to date**

It is important that any of your data that we process is kept up to date. We may from time to time ask you to verify your contact details but if you wish to update any information or ask us to correct any data we hold about you, please contact us with your updated details. You also have a right to have any incorrect information corrected.

## **Erasure of your data (the “right to be forgotten”)**

Under some circumstances you may request us to delete your data from our systems. Where this is possible (e.g. we don't have any legal purpose for continuing to process your data) we will erase it from our systems. If it's not possible for us to delete your data, we will explain the reasons why.

## **How to withdraw consent, object to processing or restrict processing**

Where we are processing your data and needed to ask your permission to do so, you are able to withdraw your consent at any time. You should also contact us, if you wish to raise concerns about the way we are processing your data or would like to raise an objection to the processing. Under some circumstances you may be able to ask us to restrict the way we are processing your information.

## **Portability**

Your right to portability allows you to request a machine-readable format of the data you supplied to us and associated service logs (where we store them).

## **Automated decision making and profiling**

We do not carry out any processing which would be considered automated decision making or profiling.

# Sharing your information

We do not share any personal data with any third parties unless it is lawful for us to do so, if required by law to do so or if you provide us with permission to do so.

## Complaints

If you feel this privacy policy does not go far enough in explaining how we have used your personal data, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to [info@tattierosestudio.co.uk](mailto:info@tattierosestudio.co.uk)

If you want to make a complaint about the way we have processed your personal information, we'd rather you brought it to us in the first instance, but of course you can contact the Information Commissioner's Office in their capacity as the statutory body that oversees data protection law in the UK – <https://ico.org.uk/make-a-complaint/>

## More information

For more information about your data rights and privacy or data protection in general visit the Information Commissioner's Office website: <https://ico.org.uk>

## Changes to our privacy policy

We may change or update elements of this privacy policy from time to time or as required by law. The most current version of our privacy policy is available on our website at [www.tattierosestudios.co.uk/privacypolicy](http://www.tattierosestudios.co.uk/privacypolicy)