

Edinburgh laser Cutting Studio Privacy Policy

At Edinburgh Laser Cutting Studio, I am committed to protecting and respecting your privacy.

This policy explains when and why I collect personal information about people who visit my website, how I use it and how I keep it secure.

Who am I?

I am an individual artist providing educational courses in laser cutting, a bespoke laser cutting service and a laser cut editioning service for artist, architects, designers and the general public.

How do I collect information from you?

I obtain information about you when you book on a course, make an enquiry about a course, request or enquire about a laser cutting job, or I undertake laser cut editioning for you. Or if you request to be put on my mailing list when I meet you in person, or if you request to be put on my mailing list via my website sign up.

What type of information is collected from you?

The personal information I collect might include your name, address, email address and phone number. If you book on a course with me, or pay for a laser cutting job by card, your card information is not held by me, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

How is your information used?

I may use your information to:

- - Process orders that you have submitted;
- - To carry out provision of services, such as editioning or attending a course;
- - Seek your views or comments on the services I provide;
- - Notify you of changes to my services;
- - Send you communications which you have requested and that may be of interest to you, including;
- - Special offers and discounts on laser cutting;
- - A new course I am running that you may be interested in.

I am legally required to hold some types of information to fulfil my statutory obligations. I will hold your personal information on my systems for as long as is necessary for the relevant activity.

Your choices

From time to time I would like to contact you with details of laser cutting related activities in the studio, special offers and new courses I am running.

You have a choice about whether or not you wish to receive information from me. I will only contact you for marketing purposes by email, if you have given your prior consent. I do not market through post.

Who has access to your information?

I will not sell or rent your information to third parties.

I will not share your information with third parties for marketing purposes.

How you can access and update your information

The accuracy of your information is important to me. If you change email address, or any of the other information I hold is inaccurate or out of date, please email or write to me at: jenny@jennysmith.org.uk or write to me at: Jenny Smith 37 Burns Street, Edinburgh, EH6 8DS. Alternatively, you can telephone 0771 3901 730.

You have the right to ask for a copy of the information I hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give me personal information, I take steps to ensure that it's treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while I strive to protect your personal information, I cannot guarantee the security of any information you transmit to me, and you do so at your own risk. Once I receive your information, I make my best effort to ensure its security on my system.

Profiling

I may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information and special offers relevant to you.

Use of 'cookies'

I use a tool called Google Analytics to give us statistical data on the performance of my website. These cookies are placed by Google Analytics. The information gathered includes IP addresses, browser type, Internet Service Provider, referring/exit pages, date/time stamp.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using my website.

Links to other websites

My website may contain links to other websites run by other organisations. This privacy policy applies only to my website, so I encourage you to read the privacy statements on the other websites you visit. I cannot be responsible for the privacy policies and practices of other sites even if you access them using links from my website.

In addition, if you linked to my website from a third party site, I cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

I am concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide me with personal information.

Review of this Policy

I keep this policy under regular review.

Any questions regarding this policy and my privacy practices should be sent by email to jenny@jennysmith.org.uk or by writing to Jenny Smith, 37 Burns Street, Edinburgh, EH6 8DS you can telephone me on 07713 901 730

Feedback and Complaints

I aim to provide a high quality, professional service which meets the expectations of the public & customers.

I welcome feedback on experience of my activities, whether positive or negative and I will respond, where necessary, by improving procedures, correcting mistakes and learning from experience.

If you have a complaint about my products or services, I would request that this be put in writing and sent to jenny@jennysmith.org.uk or by writing to Jenny Smith, 37 Burns Street, Edinburgh, EH6 8DS you can telephone me on 07713 901 730

A complaint will be acknowledged within five working days and you will be informed of how I intend to deal with it.

Making a complaint will not exclude the person from any activity that they may be engaged in now or in the future. There will be no reduction in the quality of service experienced by the person making the complain