



Welcome to my privacy policy. This policy sets out how I handle your personal information if you're an old customer, an existing customer or even if you are just visiting my website.

When do I collect your personal data

1. When you sign up to my newsletter on my website.
2. When you give me your contact details at a wedding fair
3. When you get in touch with me via any means with queries and quotes
4. When you enter a competition
5. When you book any kind of appointment with me
6. When you choose to complete any kind of survey I send you

What do I hold your personal data on

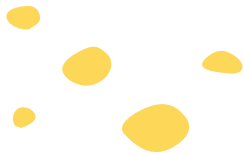
1. I hold your personal data within emails we exchange,
2. On MailChimp, .
3. On my computers,
4. On back up drives,
5. Photos of your stationery will appear within some wedding directories' website I am part of,
6. Photos of your stationery might be published on social media pages.

What kind of personal data do I collect

1. Email address' when you sign up to our email list on our website
2. Email address', telephone numbers and details about your wedding when you fill up to my request form at a wedding faire
3. Copies of documents you provide me with
4. Your comments on product and service reviews
5. Details you give me, such as names and address' and telephone numbers, all of which relating what will be on your wedding stationery

How and why do I use your personal data

1. I want you to have the very best customer experience with me and the way for me to achieve this is to get the richest picture I can of who you are by combining the data I have about you
2. I then use this information to offer you promotions, products and services that are most likely to interest you. The data privacy law allows this as part go our legitimate interest in understanding our customers and providing the highest levels of service. Of course if you wish to change how I use your data, please email me at any point.



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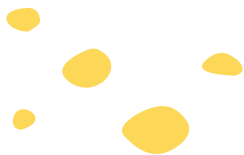


Here is how I will use your personal data and why

1. I'll use your personal data to create your stationery orders when you have signed my Terms and Conditions, writing the information you give me in your stationery. If I don't collect your personal data I cannot write your personal data on your stationery and comply with my legal obligations to you
2. To process any orders that you make. If I don't collect your personal data I cannot deliver it to you and comply with my legal obligations
3. To respond to your queries. Handling the information you give me enables me to respond. I keep a record of these exchanges to help inform any future communication with us and to demonstrate how I communicated with you throughout
4. With your consent, I will use your personal data, preferences and details of your transactions to keep you informed by email, web about relevant products and services I provide
5. Of course you are free to opt out of hearing from me at any of these channels at any time, please email me to do so.
6. To display the most interesting content to you on my website and social media channels
7. To administer any of my prize draws or competitions which you enter, based your consent given at the time of entering
8. To build a rich picture of who you are and what you like so I can design wedding stationery which is perfect for you and your wedding day
9. Your personal information is also shared with third parties that are involved with your wedding stationery, such as printers who will see the details on your wedding stationery items, and hold a copy on their system. If we don't collect your personal data we cannot print your personal data on your stationery items and comply with our legal obligations to you
10. To send you survey and feedback requests to help improve our services. We have a legitimate interest to do so as this helps make our products or services more relevant to you.
11. Of course you are free to opt out of receiving these requests from us at any time by telling us via email or clicking on the unsubscribe button at the end of an email.

Combining your data for personalised direct marketing

I want to bring you offers and promotions to your interests. I may use the information you have given me to do this, for example sending you examples of wedding stationery in your chosen style. I will use your data to send you any relevant greeting cards on events and occasions.



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How I protect your personal data

I know how much data security matters to our customers. With this in mind I treat all your data with the utmost care and take all appropriate steps to protect it.

1. All our data that is kept electronically is password protected, including that of third parties, such as printing companies.
2. Backups are secured.
3. All data that is printed is kept locked when unattended.
4. If printed stationery is no longer needed it is either shredded or incinerated, including that of third party printing companies.

How long do I keep your personal data?

1. Email address are kept for as long as you are willing to be subscribed to our emailing list. If you have chosen to unsubscribe then your personal data is deleted, permanently.
2. Digital artwork and printed copies of wedding stationery are kept indefinitely unless otherwise stated by the client. To have artwork deleted customers should give written notice by emailing me.

Who I share your personal data with?

I only ever share your personal data with third parties that help with the processing, ordering and advertising of your stationery, such as printers and delivery companies.

I may also share your data with companies helping me with direct marketing, such as sharing your email along with other subscribers to help with Facebook marketing campaigns.

We never, ever share your personal data with anyone else without your written consent.

How to stop me using your personal data?

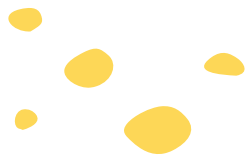
1. Click on the unsubscribe button on emails that are sent to you.
2. Email me asking to be unsubscribed.

Further questions

We hope that we have answered any questions you might have, however if we have missed anything please email me at hello@catcreative-design.com and I will be glad to answer any questions you might have.

Signature

Date



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