

Sandra Owen Creative Privacy Policy

Introduction

Sandra Owen Creative is a Sole Trader business in England, UK.
Sandra Owen Creative is committed to safeguarding your privacy and personal data. Please read the following Privacy Policy notice.

Contact Details:

Full name of business: Sandra Owen Creative

Business owner: Sandra Owen

Business email address: info@sandraowencreative.com

Alternative email addresses: sandra@sandraowencreative.com
sandraowencreative@gmail.com

Business Telephone: 0781 361 2955

Postal Address: This is a private home address. Please email me if you require this information stating clearly the reason for your request. Thank you.

1. What information do I collect?

Personal data means any information capable of identifying an individual.
Some Personal Data is required for the legitimate purpose of running a smooth, GDPR compliant, business and maintaining an excellent customer service relationship with you.

This requires me to collect the following Personal Data as appropriate or necessary:

- First Name
- Surname
- Email address
- Telephone number
- Postal Address (if necessary)
- Skype ID Address (if necessary)

- **Signed contractual and/or permission agreements relating to the following services offered by Sandra Owen Creative.**

- Creative Courses
- Creative Workshops
- Instrumental Lessons

- Instrumental hire agreement
- Grief Recovery Method Programmes
- Marketing new courses, workshops or special promotional offers

2. Sensitive Data

No written or electronic data other than that required for legitimate business communication with you is necessary to be collated or stored.

Any personal information verbally provided by you for the purposes of your emotional wellbeing during creative courses, workshops or grief recovery method programs is treated with the strictest confidence and not stored electronically or on paper.

3. How I collect your Personal Data?

Direct interaction:

- You provide your name, telephone, email and postal address as required to enable me to advise you regarding workshop/course/lesson/programme dates and times.
- You provide your name, telephone, email and postal address as required for a 6-week instrumental loan agreement with Sandra Owen Creative. Proof of ID will be required before an instrument is loaned for legitimate purposes.

Automated interaction:

- You may provide your First name and email via my website for specific, clearly defined email options.
- Your First name, Surname, telephone number and email will be added to my accounting software with [ICANetwork Ltd](#) for legitimate invoicing purposes.
- Your postal address will be added to my accounting software for accounting and security purposes for any instrumental loan agreement.
- Your First Name, Surname and email are saved on a password protected computer, in a private building, to aid legitimate communication with you.

Purposes for processing your Personal Data

You provide only the personal data necessary in order that I, Sandra Owen of Sandra Owen Creative, may communicate with you for legitimate business purposes. These may include:

Live Creative courses/Workshop information
 Online Creative course information
 Marketing/New Creative course information
 Instrumental Lesson information
 Quarterly Newsletter
 Billing/invoicing for business accounting purposes

How is your Personal Data protected?

- All paper documents are held in a locked filing drawer in a private office within a locked building.
- All electronic data is stored on password protected software or hosting platform, on a password protected computer, in a private office within a locked building.

Privacy and Protection of Children

Before undertaking private instrumental tuition with a person under the age of 18 years, parental consent will be required, and proof of ID requested as necessary. Consent will be given by you signing a contractual teaching agreement with Sandra Owen.

No Personal Data regarding any person under the age of 18 years will be held or stored. No Personal Data regarding any person under the age of 18 years will be shared with any third party. All invoicing and communication will be conducted with the parent or guardian of the young person only.

Sandra Owen holds a valid DBS Certificate with Telford and Wrekin Council. You may request visual proof at any time.

How will Sandra Owen Creative communicate with you?

I will communicate with you via email, text, telephone, Messenger or paper letter as appropriate and preferable to you, to provide you with the information necessary to book, attend and/or communicate with me regarding creative courses/workshops, instrumental lessons or the Grief Recovery Method programmes.

I may communicate with you, with your permission, via Skype or Zoom as necessary.

Disclosure of your Personal Data

I share your personal data appropriately with the following trusted third parties for legal and legitimate business purposes only:

Business Accounts legally required by HMRC

My Accountant Angela Ashton of [Accounting & Bookkeeping Consultancy](#)

Accounting software hosted with [ICANetwork](#)

Third parties that may have access to your personal data

[Mailchimp](#) – automated email hosting platform

[Thinkific](#) – my online course hosting platform

[Source TV](#) – my online course hosting platform

Paypal – online payment processing platform

Stripe – online payment processing platform

Bank – online payment transfers

[Turnkey Blog Team](#) – my Wordpress website hosting company

Sandra Owen Creative has no access to your credit or debit card numbers, Paypal, bank details or pin numbers for payment purposes. Please check Paypal, Stripe and your Bank for their individual Privacy Policies regarding the safety of your personal payment data when paying online.

Please check individual websites for their GDPR compliant Privacy Policies.

Lawful basis for processing your Personal Data

To ensure smooth customer service and communication with you.

Legally required HMRC obligations and record keeping.

Your Rights

You have the right to:

- Request a copy of any Personal Data held by Sandra Owen Creative and expect a response to that request within 7 working days.
- Request correction of your Personal Data
- Request erasure of your Personal Data
- Request restriction of processing your Personal Data provided it does not inhibit the legal and legitimate obligations of business conduct.
- Withdraw and/or Unsubscribe from further contact from Sandra Owen Creative at any time.

There is no fee for reasonable requests for access to your Personal Data held by Sandra Owen Creative. Clearly unfounded, repetitive or excessive requests may incur a reasonable fee, for which notice will be given.

You have the right to complain to the ICO if you believe there has been a breach of your Personal Data. Please contact Sandra Owen at Sandra Owen Creative first to ensure all privacy policy structures have been followed and give me the opportunity to resolve any queries with you personally. Thank you.

If you change your contact details please inform me so I may update your information accordingly for legitimate GDPR compliancy, by emailing info@sandraowencreative.com

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity via Google Analytics. This information is not personal data and does not identify you individually.

Changes to my Privacy Policy

This privacy policy will be reviewed and updated on a regular quarterly basis and updated accordingly on this web page document. This privacy policy is available in line with 25th May 2018.