



## PRIVACY POLICY

We take your privacy seriously, and we want this policy to be easy to follow, to best assist you in understanding how we collect and use the personal information provided to us. When using CCA's website, you may provide us with two types of information: personal information that you knowingly submitted, and aggregate data collected as you and others browse and interact with our site.

### **Information collected**

All information that is personal to you is knowingly submitted when you subscribe to our newsletter or place an order via our shop. This information can include, for example, your name and email address when subscribing to our newsletter, or more specifically your home address when ordering from our store. (Please note: we do not store credit/debit card information as we use a third party processor, PayPal, to secure and process this data).

### **Using your information**

We use the aggregate data collected from the activity of users to improve the functionality of our site, to improve future and past articles, and to overall offer a better experience. We offer a simple subscribe option on our website that collects email addresses only. When using our shop, all customer information is deleted from our database as soon as an order has been completed.

You can subscribe to our newsletter via two options, and the ways in which we handle the information vary as outlined here: the first option is to sign up to our newsletter directly on our website, through which we will contact you with news about upcoming event announcements relating to our programme. You can unsubscribe from the newsletter at any time by clicking the 'unsubscribe' link in the footer of any email we send you. This method only captures your email address. The second option to subscribe is to enter your details on the sign up sheets in the gallery. The process is similar to above but with the added option for you to supply your first and surnames along with your email address.

We use Sendinblue to manage our email circulation list in accordance with their Privacy Policy and Terms. Your details will not be passed on to any other individual or party. We track the number of opens and links clicked on our newsletters and invitations to understand the effectiveness of our marketing and the interests of our subscribers. We use the information that you knowingly provide to us via our shop to fill your order request. Your information, whether public or private, is not for sale. We will not exchange, transfer, or provide it to any other company without your direct and well-informed consent. Your email address may be used to send you emails regarding your recent order,

any updates relating to your order and will be deleted from our system as soon as your order is complete.

### **Protecting your information**

We have a variety of security measures in place that ensure the safety of the information you submit when placing an order, using our forms, or accessing the information you have already provided. All supplied sensitive/credit information is transmitted via TLS v1.2 technology and then encrypted into our Payment gateway providers (Paypal) database only to be accessible by those authorised with special access rights to such systems, and who are required to keep the information confidential. Please note: We do not store credit/debit card information as we use third party processors such as PayPal and Stripe to secure and process this data.

### **Cookies**

Like the vast majority of websites, we do use cookies. Cookies are small files that a site transfers to your computer's hard drive through your web browser that allows the site to recognise your browser and remember certain information that will improve your experience. We may use cookies to remember and process the items in your shopping cart or to save your preferences for future visits.

### **Third party links**

We may include links to third-party organisations within our articles or emails. These sites have separate and independent privacy policies that may vary from our own. We, therefore, have no responsibility or liability for the activities of these third-party sites.

### **Childrens' online privacy protection act compliance**

Our website is not directed at children under 16, and we won't knowingly allow anyone under 16 to provide us any personally identifying information; if you're under 16, please don't provide any information about yourself on this website. In the event that we learn we have collected any personal information from a child under the age of 16, we will delete that information from our database.

### **How to access, correct, and withdraw your information**

You're able to access, correct and withdraw any and all information that you submit to us. If you have placed an order through our shop, you can update your information via your account or you can contact us with your updated details at [info@ccadld.org](mailto:info@ccadld.org). If you're a subscriber and wish to unsubscribe to our newsletter, you can do so by following the 'unsubscribe' link at the bottom of our emails. If you would like your information removed from our database, you may request that by contacting us at [info@ccadld.org](mailto:info@ccadld.org). From 25th May 2018, you may also have the right to request we stop processing such information or request a copy of such information in a portable format. If you have concerns about the way we handle your personal data, you can contact the Information Commissioners Office or raise a complaint.

### **Your consent**

By using our site, you consent to our website's privacy policy.

### **Changes to our privacy policy**

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below.

Policy last modified on Thursday 8 July 2021