

Studio 39 General Personal Data Regulations (GDPR) Policy

Studio 39 have always treated your personal information with care. New rules from May 25th 2018 require that we formalise our arrangements and we have produced this policy document for that purpose.

How Studio 39 uses your data as a CUSTOMER.

1. Studio 39 have been communicating with our customers for many years and storing their details securely within our systems. The new information requirements of GDPR require us to review what we do and notify you of our intentions to communicate with you and how we store your information.
2. Within the requirements of the GDPR we will be storing your data and communicating with you using "Legitimate Interest" and associated tests to meet the requirement. This is because of the existing relationship we have with each other and the business we conduct with you balanced against the risks of holding the required information and the marketing we send to you.
3. Studio 39 need your personal information including name, address, phone number and email address to enable us to provide the services you have requested from us to process orders and send them to your designated address. Your name and address may be shared with shipping companies to facilitate the delivery of goods.
4. Your payment details.
 - a. Where your payment is processed using our website, the website card service provider (Worldpay) will check the details and process the payment. Studio 39 does not see or retain any card details.
 - b. Where payment is made in the shop, card details are not recorded electronically by Studio 39.
5. We like to keep in touch with you and let you know of news and offers. You will continue to receive our newsletter due to the historic relationship we have had. This information is not shared with any other organisation.
6. Studio 39 will not share any of your information for any purposes except for the delivery of our services as described above.

Studio 39 will not use your personal information for marketing by text message, telephone or post.

How Studio 39 Retains your Data

1. Your name, address, email and telephone number may be retained to ease future transactions and enable us to communicate with you. Should you wish for your personal information to be deleted please contact us by email at info@studio39.biz stating you wish your information to be deleted. Please do not consider your information removed until you receive confirmation from us that your details have been deleted.
2. Studio 39 does not retain electronically any payment card details. Paper card transaction slips will be retained and stored securely off site only as long as necessary for accounting purposes and then securely destroyed.
3. If you do not wish to receive Newsletters by email from Studio 39 you can unsubscribe at any time by clicking the unsubscribe link in the newsletter, or contacting info@studio39.biz requesting removal of your email address from our mailing list.