**Introduction**

Pinxi Studio is committed to protecting your personal information and complying with the General Data Protection Regulations (GDPR). This policy describes how we collect, use, store and disclose your personal information.

This policy applies to any personal information provided by you through the Pinxi Studio website (www.pinxistudio.co.uk) or through your interactions with Pinxi Studio. It is important that you read this privacy policy together with any other privacy policy Pinxi Studio may provide on specific occasions from time to time when we are collecting or processing personal information about you so that you are fully aware of how and why we are using your personal information. This policy supplements any such other policies and is not intended to override them.

**Why do we collect personal information about you?**

Pinxi Studio collects personal information about you to inform you about, and provide you with, Pinxi Studio products or services, to deal with any enquiries you may have about them and to improve and develop these and the site for the future.

We may use your information for the following purposes:

* Send you marketing communications, which you have requested. These may include information about our products, services, events, activities, and news relating to Pinxi Studio.
* Send you information about the products that you have purchased from us.
* Follow up on incoming requests (customer support, emails, online chats, or phone calls).
* Perform contractual obligations such as order confirmation, order despatch, invoice, reservation confirmations, reconfirmations and similar
* Notify you about any disruptions to our services (system messages).
* Contact you to conduct surveys about your opinion on our products and services.

**What Personal Information do we collect?**

Pinxi Studio may collect the following types of personal information about you:

* Identity data – Title, forename and surname, Company name (if relevant), gender, marital and birthday.
* Contact data – E-mail address, Telephone number, Address, Delivery name and address.
* Transaction data – Details of the Pinxi Studio products or service you have purchased from us and information about whether or not payment has been made.
* Profile data such as log-in information, purchases made or your interests and preferences and any feedback and survey responses.
* Marketing and communications data such as your preferences in receiving marketing from us and your communication preferences.
* Technical information, including the Internet protocol (IP) address used to connect the computer to the Internet, login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
* Information about the visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.
* Aggregated Data which includes statistical or demographic data, for example we may aggregate your usage data to calculate the percentage of users using a specific Website feature.  Aggregate data is not considered personal data, however if we combine aggregate date with personal data we then treat it as personal data.

Depending on your settings or the privacy policies for other online services, you may give us permission to obtain information from your account with those other services.  For example, if you’re using the site on your mobile, you may choose to provide us with location data.  The information we obtain from those services does depend on your settings for that service or their privacy policies.  So you should always regularly check what those are.

**Cookies**

This site uses cookies. A cookie is a small file which is stored in your browser’s cache and allow a website or a third party to recognise your browser. There are three primary types of cookies:

* Session cookies are specific to a particular visit and carry information as you view different pages so you don’t have to re-enter information every time you change pages or attempt to checkout. Session cookies expire and delete themselves automatically in a short period of time like after you leave the Site or when you close your web browser.
* Persistent cookies remember certain information about your preferences for viewing the site, and allow Pinxi Studio to recognise you each time you return. Persistent cookies are stored on your browser cache or mobile device until you choose to delete them, and otherwise typically delete themselves at expiration.
* Third-party cookies are placed by someone other than Pinxi Studio, and may gather browsing activity across multiple websites and across multiple sessions. They are usually a type of persistent cookie and are stored until you delete them or they expire based on the time period set in each third-party cookie.

We use cookies to track traffic and to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. They are helpful because they allow us to customise your experience. You can usually configure your desktop or mobile browser's settings to reflect your preference to accept or reject cookies, including how to handle third-party cookies

Pinxistudio.co.uk is hosted using WIX website builder. Most web browsers automatically accept cookies, currently WIX does not make it possible to allow site visitors to opt in or out of the use of cookies. However you can usually modify your browser settings to decline cookies if you prefer. If you do choose to use a web browsers that declines the use of cookies please be aware that this might prevent you from taking full advantage of the website. Detailed information about the types of cookies WIX uses to enable us to maintain Pinxistudio.co.uk can be found in Wix’s help center pages, Cookies and Your Wix Site.

Pinxistudio.co.uk features an integrated Etsy shop. Etsy uses cookies and similar technologies. Some of the technologies Etsy use are necessary for critical functions like security and site integrit, account authentication, security and privacy preferences, internal site usage and maintenance data, and to make the site work correctly for browsing and transactions. Detailed information can be found in Etsy’s [Cookies & Similar Technologies Policy](https://www.etsy.com/uk/legal/cookies-and-tracking-technologies) and [Privacy Policy](https://www.etsy.com/uk/legal/privacy). You have the ability to control the use of certain Cookie Technologies on Etsy. You can manage your Etsy marketing preferences in your Etsy account settings.

Pinxistudio.co.uk also sells products via Ebay. Ebay uses cookies and similar technologies. Some of the technologies Ebay use are necessary for critical functions like security and site integrit, account authentication, security and privacy preferences, internal site usage and maintenance data, and to make the site work correctly for browsing and transactions. Detailed information can be found in Ebay’s Cookies Notice Overview.

Consent

Certain cookie technologies are employed to make the site function for its intended purpose, and are provided to perform the services you have requested. By choosing to use our services after having been notified of our use of cookie technologies in the ways described in this policy, and, in applicable jurisdictions, through notice and unambiguous acknowledgement of your consent, you agree to such use.

Third Party Cookies

A third party is an organisation not hosted at the domain address in your browser when you visit our website. They may use cookies on our website and may also place cookies on your device without you visiting their website directly.

We use software from third parties in order to enhance your visit with us; Pinterest, You Tube, Twitter etc. These third party advertisers and other organisations may use their own cookies or other technologies to collect information about the content of our website.

They use this information to serve advertisements which they believe are most likely to be of interest to you based on content you have viewed. Third party advertisers may use this information to measure the effectives of their advertisements. We do not have access to or control over the cookies placed on our website by third parties. Use of their cookies is subject to their own privacy policies. Cookies placed by third parties may serve different purposes. They may be strictly necessary, performance, functionality or targeting cookies. To disable or reject third party cookies you must go to the relevant third parties website.

Social Media Features and Framed Pages

Our website includes certain social media features & widgets. These social media features may collect information such as your IP address or which page you are visiting on our website, and may set a cookie to enable them to function properly. Social media features are either hosted by a third party or hosted directly on our services. Your interactions with these third parties’ social media features are governed by their policies and not ours.

In addition, our services may enable you to share your personal information with third parties directly, such as via page framing techniques to serve content to or from third party services or other parties, while preserving the look and feel of our website and services (“frames”). Please be aware that if you choose to interact or share any personal information via such frames, you are in fact providing it to these third parties and not to us, and such interactions and sharing too are governed by such third parties’ policies and not ours.

**How do we receive personal information about you?**

Pinxi Studio receives this personal information about you when you contact us directly or via email or telephone or visit the Pinxi Studio website to request to purchase a Pinxi Studio product or service, to make a general enquiry, to provide us with feedback or to request marketing information.

**How do we use Personal Information about you?**

We will only use your personal data when the law allows us to – where we need to perform a contract with you, where necessary for our legitimate interests where those are not override by your interests and rights, for legal compliance and where none of those apply, with your consent.

Pinxi Studio uses personal information about you:

* to identify who you are when you contact us.
* to provide you with the Pinxi Studio products or services you have requested (and note we may not be able to perform a contract to provide products or services if you fail to provide certain of the information requested).
* to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
* to process your order, manage your account and our other products and services we think may be of interest to you.
* to improve our site to ensure that content is presented in the most effective manner for you and for your computer.
* to ensure payment for Pinxi Studio products or services purchased and to prevent or detect fraud.
* to understand what Pinxi Studio products or services you may be interested in.
* to contact you regarding your Pinxi Studio products to provide you with e-receipts, to answer your general enquiries or to administer refund claims communications.
* to improve Pinxi Studio products or services and to carry out customer surveys.
* to resolve complaints or issues you may have with a Pinxi Studio product or service.
* to manage our relationship with you.
* to send you marketing information about Pinxi Studio products or services or general Pinxi Studio news that you may be interested in.
* to invite you to Pinxi Studio events you may be interested in.
* to improve our customer relationship with you.
* as part of our efforts to keep our site safe and secure.

You will receive e-newsletters and other electronic marketing from us only if you have requested this.

**How will we contact you?**
Pinxi Studio and its third party service providers (eg, order fulfilment providers, payment processors, marketing fulfilment agencies and customer service agencies) may contact you by post, telephone, email and/or text message, unless you have told us not to or have registered with the telephone or post preference services.

**Who do we provide this personal information to?**
Pinxi Studio will provide your personal information to:

* our service providers who perform services on our behalf, such as our payment fulfilment provider, delivery providers, marketing fulfilment agencies or IT service providers or professional advisers who provide legal, consultancy, insurance or accounting services.
* analytics and search engine providers that assist us in the improvement and optimisation of the site.
* the payment facilitators to process payment and to undertake fraud prevention checks.
* our website hosting providers who perform services on our behalf.

**Where we store your information**
All personal information we have about you through the site is stored on secure servers operated Pinxi Studio’s third party IT service providers.

Where you have a personal shopping service with members of our staff they may keep your contact details to hand in their records. We have put or ensure that there are in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, altered or disclosed.  In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know.  They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

Where information has been passed to our third party service providers it will be stored on their secure servers. These third party service providers have access to your personal information needed to perform their functions, but may not use it for other purposes.

**Data Transfers**
Your personal information may be processed by Pinxi Studio’s third party service providers operating outside the EEA in accordance with this privacy policy. Pinxi Studio will use appropriate safeguards to ensure that your personal data is treated securely and in accordance the Data Protection legislation in connection to such transfers or processing of your personal data outside the EEA.

**Data Retention**
Your personal information will be held in Pinxi Studios customer management systems for an indefinite period Pinxi Studio will carry out periodic data cleanses of this information to ensure that it is up to date and accurate and it is still reasonably necessary for us to retain it to fulfil the purposes we collected it for.

**Your rights**
You have the following rights in connection with your personal information processed by Pinxi Studio:

* **Access** – you can request access to your personal information and further details about how your personal information is handled by Pinxi Studio.
* **Object** – you have the right to object to our processing of your personal information for direct marketing purposes or where the processing isn’t necessary for the purposes of the contract between us or legitimate interests pursued by Pinxi Studio or by a third party.
* **Rectification** – you can request rectification of any incorrect personal data held about you.
* **Erasure** – you can request erasure of any personal data where the processing isn’t necessary for the purposes of the contract between us or the legitimate interests pursued by Pinxi Studio or by a third party.

You have a right at any time to withdraw consent to receiving marketing from Pinxi Studio and/or to amend the delivery method we use. To manage your rights and delivery preferences please contact us using our websites contact page or write to us at: Post: Pinxi Studio, 3 Dahn Drive, Ludlow, Shropshire SY8 1XZ Email: pinxistudio@gmail.com

Where you opt out of marketing, we may nonetheless retain your information in connection with previous transactions or correspondence for so long as is reasonably necessary in connection with the same.

You can also exercise any of these rights at any time by contacting us using the contact details provided below.

Please note when you seek to enforce any of your rights, we may need to request specific information from you to help us confirm your identity as a security measure.  We may also contact you to ask you for further information in relation to your request to speed up our response.

If you are concerned or have questions about how Pinxi Studio handles your personal data please contact us and we will do our best to assist you.

Please note that you have the right to lodge a complaint with the UK Information Commissioner’s Office (or any other appropriate supervisory authority), which may be accessed through the following link https://ico.org.uk/concerns/.

**Changes to our privacy policy**
Pinxi Studio reserve the right to revise this privacy policy or any part of it from time to time. Please check back frequently to see any updates or changes to our privacy policy.

**Contact**
Questions, comments and requests regarding this privacy policy should be addressed to Pinxi Studio, 3 Dahn Drive, Ludlow, Shropshire SY8 1XZ or email: pinxistudio@gmail.com