

Teme Valley Artisans CIC

Privacy & Cookies Policy

Last Updated: February 2026

1. Who We Are

Teme Valley Artisans CIC is a Community Interest Company operating a retail shop and workshop space in Tenbury Wells.

We are the data controller under UK GDPR.

Contact:

contact@temevalleyartisans.co.uk

2. What Personal Data We Collect

We may collect and process:

- Name, email address, and phone number
 - Purchase and workshop booking information
 - CCTV footage on our premises
 - Website usage data via cookies
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3. How We Use Your Data

We use personal data to:

- Process transactions and bookings
 - Respond to enquiries
 - Send marketing communications (with consent)
 - Improve our services and security
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4. Lawful Basis for Processing

Under UK GDPR, we rely on:

- Contractual necessity
- Legitimate interests

- Legal obligations
 - Consent
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5. CCTV

CCTV operates on our premises for safety and crime prevention.

Footage:

- Is securely stored
 - Is retained for a limited period
 - May be shared with authorities when required
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6. Shop Watch & Crime Prevention

Teme Valley Artisans participates in the Tenbury Shop Watch network.

Limited information may be shared where necessary to prevent crime and support local businesses.

7. Sharing Your Data

We do not sell personal data.

We may share data with:

- Payment providers
 - Workshop leaders (where relevant)
 - Website hosting providers
 - Law enforcement (where required)
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8. Data Retention

We only retain personal data for as long as necessary to:

- Meet legal obligations
- Operate our services
- Resolve disputes

CCTV footage is retained only where required for investigation.

9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion (where applicable)
- Restrict or object to processing
- Withdraw marketing consent

You may lodge a complaint with the Information Commissioner's Office (ICO).

10. Cookies

Our website uses cookies to:

- Improve functionality
- Analyse visitor traffic
- Enhance user experience

You can manage cookies through your browser settings.

11. Updates to This Policy

This policy may be updated from time to time.

The latest version will always be available in-store and online.

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