

Radiance Stained Glass Privacy Notice (GDPR Compliance)

Radiance Stained Glass values your custom and privacy. This Privacy Policy describes how and why Radiance Stained glass collects and uses information when you purchase items or contact us regarding our design services or taught courses.

Personal Information Collected

This includes your name, delivery and email address and payment method.
For custom orders, this may include specific details relating to you or your home.
For Stained Glass courses this may include specific details relating to you and any medical conditions you choose to disclose to us.

How We Use Your Information

The information you give use will be used for:

- Processing your order
- Fulfilling your order or safely delivering your course
- Providing any 'post sale' support *you* choose to initiate

Keeping Your Data

All information is kept securely and in line with UK laws.
Information relating to purchases is generally kept for 7 years.
Quotes and general enquires that do not progress to orders will be deleted from our records.
At this time, information sent via FB messenger can be only be archived by Radiance Stained Glass but can be deleted by the sender. If you would like this information deleted, you can action this at any time.

Website Cookies

Our own website (www.radiancestainedglass.co.uk) uses a limited number of cookies to monitor traffic levels on the site but doesn't identify specific users.

Sharing Information

Radiance Stained Glass uses third party platforms such as Facebook and PayPal and couriers such as Royal Mail. These have their own privacy policies and practices that we do not control. You should access these third party policy documents via their individual websites.

Your information will never be sold by Radiance Stained Glass.

Your Rights

You may have the right to access and receive a copy of the personal information we hold about you or request the deletion of your personal information.

Unless there are exceptional circumstances (i.e where we are required to store data for legal reasons) we will generally delete your personal information upon request.

If you live in the EU and wish to raise a concern about our use of your information you have the right to do so with your local data protection authority.

Contact Us

If you have any questions about this policy, please contact us at

Radiance Stained Glass

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FK10 1PG

mandy@radiancestainedglass.co.uk

Changes to Our Privacy Policy

This policy will be under regular review with any updates published here on our website and as a separate F.B note on our F.B page.