

Montet Designs Privacy Notice

Last updated: September 2026

Montet Designs respects your privacy and is committed to protecting your personal information.

This Privacy Notice explains what personal information we collect, why we collect it, how we use and protect it, who we may share it with, and your rights in relation to your personal information.

Montet Designs is the **data controller** for the personal information we collect and use in connection with our business.

Business address:

St Albans
Hertfordshire

For the purposes of UK data protection law, Montet Designs complies with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

What information do we collect?

Depending on how you interact with Montet Designs, we may collect some or all of the following:

- Your name
- Billing and delivery address
- Email address
- Telephone number
- Information relating to your order or booking
- Payment and transaction information
- Information you provide when contacting us with an enquiry
- Information provided when booking a workshop, children's party or other activity
- Marketing preferences, including whether you have opted in to receive our emails
- Information needed to provide a workshop or service safely and appropriately

We only collect information that we reasonably need to provide our products and services and run our business.

How do we collect your information?

We may collect personal information when you:

- Place an order through our website or online shop
- Book a mosaic workshop or activity
- Book a children's party or private party
- Contact us by email, telephone or through our website
- Sign up to receive our newsletter or marketing emails
- Request a return, refund or other customer service support
- Communicate with us about an existing order or booking

We may also receive information through third-party platforms that you use to purchase or book Montet Designs products or activities.

How do we use your information?

We use your personal information for purposes such as:

- Processing and fulfilling orders
- Processing workshop and party bookings
- Taking payments and issuing invoices
- Arranging delivery of products
- Responding to enquiries and customer service requests
- Managing returns, refunds and complaints
- Sending booking confirmations and important information about workshops or events
- Keeping appropriate business and financial records
- Sending marketing emails where you have given the required consent
- Improving our products, services and customer experience
- Meeting our legal and regulatory obligations
- Protecting the safety and wellbeing of children and adults attending our activities where relevant

We will not use your personal information for purposes that are incompatible with the reason it was originally collected.

Our lawful basis for using your information

Under UK data protection law, we need a lawful basis for processing personal information.

Depending on the circumstances, we may rely on:

Contract

We need to use certain information to fulfil an order, booking or other agreement with you. For example, we need your name and delivery address to send you a mosaic kit.

Legal obligation

We may need to keep certain information to comply with legal requirements, such as accounting, tax and financial record-keeping requirements.

Legitimate interests

We may use information where it is necessary for the legitimate running of our business and where this does not unfairly override your privacy rights. For example, responding to an enquiry or managing an existing customer relationship.

Consent

Where required, we will ask for your consent before using your personal information for a particular purpose, such as sending certain marketing communications.

You can withdraw your consent to marketing at any time.

Marketing emails

If you choose to sign up to our mailing list, we may send you information about:

- Upcoming mosaic workshops
- New mosaic kits and products
- Special offers
- Events and activities
- Montet Designs news

You can unsubscribe from marketing emails at any time by using the **unsubscribe link** included in our emails or by contacting us directly.

If you unsubscribe, we will stop sending you marketing emails. We may retain a record of your unsubscribe request so that we can make sure we do not send you marketing communications in the future.

Who do we share your information with?

We may need to share limited personal information with trusted organisations that help us run Montet Designs.

Depending on the service you use, this may include:

- Website and e-commerce providers
- Payment providers
- Delivery companies and couriers
- Online booking platforms
- Email marketing providers
- Accounting or bookkeeping services
- IT and software providers
- Professional advisers where necessary
- Government, regulatory or law-enforcement bodies where we are legally required to do so

For example, when you purchase a product for delivery, we need to provide the delivery company with information such as your name and delivery address.

We only share information that is reasonably necessary for the relevant service.

We do not sell your personal information to third parties.

Where we use third-party service providers, we expect them to handle personal information in accordance with applicable data protection law.

Online platforms and service providers

Montet Designs uses a number of online services to operate our business. These may include our website provider, payment services, booking platforms, online marketplaces, email marketing services and delivery providers.

The particular providers we use may change from time to time. Where appropriate, their own privacy notices will explain how they process personal information.

How do we protect your information?

We take reasonable steps to protect your personal information from being lost, misused, accessed without permission, altered or disclosed inappropriately.

Personal information is stored electronically using password-protected systems and reputable online service providers.

Where information is downloaded temporarily to process an order, for example to print a dispatch note, we aim to delete the downloaded file once it is no longer required.

How long do we keep your information?

We only keep personal information for as long as we reasonably need it.

The length of time depends on why the information was collected.

For example:

- Order and financial information may need to be retained for a period required by tax and accounting legislation.
- Information relating to bookings may be retained for as long as reasonably necessary to manage the booking and any related enquiries or records.
- Marketing information will be retained while you remain subscribed, or where necessary to record that you have unsubscribed.
- Information that is no longer required will be securely deleted or anonymised where appropriate.

Some information cannot be deleted immediately if we have a legal obligation or legitimate reason to retain it.

Your data protection rights

Under UK data protection law, you have a number of rights in relation to your personal information.

The right to be informed

You have the right to know how your personal information is collected and used. This Privacy Notice provides that information.

The right of access

You can ask us for a copy of the personal information we hold about you.

The right to rectification

You can ask us to correct inaccurate or incomplete personal information.

The right to erasure

In certain circumstances, you can ask us to delete your personal information.

This right is not absolute. For example, we may need to retain information where there is a legal requirement to do so.

The right to restrict processing

In certain circumstances, you can ask us to restrict how we use your personal information.

The right to data portability

In certain circumstances, you can ask for personal information you have provided to us to be supplied to you in a commonly used electronic format or transferred to another organisation.

The right to object

You can object to certain types of processing, including some processing based on legitimate interests.

You can also object to direct marketing at any time.

Rights relating to automated decision-making

You have rights in relation to certain decisions made solely by automated means, including profiling.

Montet Designs does not use automated decision-making to make decisions about customers that have legal or similarly significant effects.

How can you exercise your rights?

If you would like to exercise any of your data protection rights, please contact Montet Designs using the contact details on our website.

Please provide enough information for us to identify you and understand what you are requesting.

We will respond to requests within the timescale required by data protection law.

We may need to ask for additional information to confirm your identity before providing personal information.

Children's information

Montet Designs provides workshops, parties, school activities and other creative activities for children and young people.

Where a parent, carer, school or other authorised organisation provides information about a child for the purpose of booking or safely delivering an activity, we will only use that information for the relevant purpose.

We take the privacy and safeguarding of children seriously.

We will not use children's personal information for marketing purposes without an appropriate lawful basis and, where required, appropriate consent.

Where photographs or videos are taken during activities, these will only be taken and used in accordance with our photography/consent arrangements and safeguarding procedures.

Photography and social media

From time to time, photographs may be taken during Montet Designs workshops, events or community projects.

Where photographs of identifiable children or other participants are intended for promotional purposes, we will obtain appropriate permission/consent in accordance with our procedures.

We will not assume that permission to attend an activity automatically gives permission for photographs to be used for marketing.

If you have questions about photographs or would like to discuss the use of an image, please contact us.

Cookies and our website

Our website may use cookies and similar technologies to make the website function properly, understand how visitors use the website and, where applicable, provide additional website functionality.

Some cookies are necessary for the website to operate, while others may require your consent.

Please see our **Cookie Notice/ Cookie Information** on the website for more information about the cookies and tracking technologies used by Montet Designs.

Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes to our business, the services we use or data protection requirements.

The latest version will always be published on our website.

Where there is a significant change that affects how we use your personal information, we will provide additional information where reasonably practical.

Making a complaint

If you have any concerns about the way Montet Designs handles your personal information, please contact us first so that we have an opportunity to address your concern.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, which is the UK's independent data protection regulator.

You can find information about making a complaint on the ICO website.

Contact Montet Designs

If you have any questions about this Privacy Notice, how we use your personal information, or your data protection rights, please contact:

Montet Designs

St Albans
Hertfordshire

Website: www.montetdesigns.co.uk

Email: audrey@montetdesigns.co.uk

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