

General Data Protection Regulation Policy

This policy has been written in accordance with the general data protection regulation policy. It is in place to inform our customers how we, Montet Designs may collect, use and store their personal data. Our customers, staff, manufacturers and suppliers are advised to read this notice.

Montet Designs acts as the data controller for the purpose of the data protection law.

Registered address: 5 Larkwood Rise, St Albans, Herts AL4 9JU

GDPR includes 7 rights for individuals.

- The right to be informed.

Montet Designs are required to collect and manage personal data to process orders. We, Montet Designs will need to know some or all of the following: names, addresses, telephone numbers and email addresses.

For orders to be processed and delivered we need to provide names and addresses to Royal Mail and occasionally other couriers. Please visit Royal Mails website to view their privacy and GDPR policies.

We, Montet Designs may collect personal data when individuals make an enquiry, place an order, request a return or refund or when signing up to our marketing emails.

- Right of access

At any point an individual can make a request regarding their data.

- The right to erasure

Individuals have the right to have their own information deleted where there is no evidence that the information is still needed by Montet Designs.

- Right to rectification

Individuals have the right to have inaccurate data rectified. Individuals may also have incomplete personal data completed upon request.

- The right to restrict processing

Customers can object to Montet Designs processing their data. This means the information is stored but cannot be used.

- The right to data portability

Montet Designs requires data to be transferred between systems for example, order details from Craft Courses and Montet Designs, Etsy and Montet Designs, delivery details between Montet Designs and Royal mail and delivery between Montet Designs and on occasion FedEx, Hermes and DPD. This is done in a secure way and these mentioned companies also have a GDPR policy in place that can be viewed on their websites.

- The right to object

Customers can object to their data being used for certain things such as marketing. You will only receive our newsletter if you have chosen to opt in.

The right not to be subject to automated decision-making including profiling.

Automated decisions and profiling are used for marketing organisations. Montet Designs does not use personal data for these purposes.

- Data usage and storage

Montet Designs collects personal data when orders are placed. All data entered by an individual to place an order will be stored electronically between Montet Designs and the online market place/shop the individual purchases products from. When order forms are downloaded to our system for printing dispatch notes, once printed the downloaded files are deleted.

Data that is used for delivery is stored via our, website and Royal Mail or other postal couriers including Hermes, DPD and FedEx. The data is kept as proof of delivery and will be deleted upon request only. This information does not get shared with third parties.

Newsletter data is stored within our Wix website and their GDPR policy can be seen via their website. We, Montet Designs and Wix only have your data here if you have opted in to receive our marketing emails. You can opt out at any time. We, Montet Designs will delete your data upon request. If you do not request your data to be deleted it will be stored electronically within our unsubscribed list. You will no longer receive marketing emails from us if you opt out or unsubscribe.

From time to time there may be additions made to this policy but you will only be notified of substantial changes where reasonably practical.