

Privacy Policy

At Cotswold Curtains we store professional contact information for the purposes of business development, client relationships, service production and marketing. Our policy is to store your information for 7 years from the date of consent. By agreeing to the Cotswold Curtains Privacy Policy, you understand and accept the information as below:

Your right of access

You have the right to request a copy of the information that we store about you. You can do so by emailing shop@cotswoldcurtains.com

Please allow up to 20 working days for a response.

Your right to rectification

You have the right to rectify any of your supplied information that we store. You can do so by emailing shop@cotswoldcurtains.com

Please allow up to 20 working days for a response.

Your right to be forgotten

You have the right to have your information permanently deleted. You can do so by emailing shop@cotswoldcurtains.com

Please allow up to 20 working days for a confirmation that this has been completed.

Data retention

Your data will be stored on our database for 7 years from the date of consent. After this, your information will be permanently deleted in a way that complies with data protection law unless you have renewed consent with us.

If we feel it necessary to keep your information for longer and wish to renew the timeframe, we will notify you in writing.

Passively sourced contacts

If your information has been passed to us by way of recommendation, you will be notified via email within one calendar month of the information being stored. You are offered the same access, rectification and deletion rights as above.

Where we store your information

Cotswold Curtains uses a tool called Asana to store customer and supplier contact information. Asana is fully GDPR compliant.

The database is a fully secured cloud-based application and is accessible only by Client Services employees of Cotswold Curtains who have a business need for such information.

You can read more about Asana's business privacy policies here:

<https://blog.asana.com/2018/04/asana-gdpr/>

We also store email addresses in Google Drive for the purpose of contacting our customers. The database is cloud-based and is fully GDPR compliant. It is accessible only by Client Services employees of Cotswold Curtains who have a business need for such information.

You can read more about Google Drive's privacy policies here:

<https://cloud.google.com/privacy/gdpr>

Finally, when individuals sign up to our mailing list, their names and email addresses are stored in Squarespace. The database is cloud-based and is fully GDPR compliant. It is accessible only by Client Services employees of Cotswold Curtains who have a business need for such information.

You can read more about Squarespace's privacy policies here:

<https://support.squarespace.com/hc/en-us/articles/360000851908-GDPR-and-Squarespace>

What we store and how we use it:

ITEM	PURPOSE
Full Name	To understand how to address you
Phone Number	To contact you when appropriate
Email	To contact you when appropriate

Job Title	To ensure we are contacting the correct person within your organisation
Relationship	To record what kind of professional relationship we have with you
Date of consent	For our internal record-keeping purposes
Main Cotswold Curtains contact	To record who you have had the most contact with and who is most appropriate to contact you
General information (e.g. interests, contact preferences, experience of our services)	To ensure that we contact you in the right way, with relevant information

Please note that Cotswold Curtains will never share your information with a third-party company without your prior consent. All information provided is stored securely and is used for client relations and business development. We may also contact you for market research or marketing purposes where you have given us permission to do so.

Please note that while Cotswold Curtains will endeavour to make any requested amends to your stored data as promptly as possible, you may receive communications from us within the stated 20 working day timeframe until the amends have been processed.

If you have any further questions about how Cotswold Curtains stores and uses your information, please email shop@cotswoldcurtains.com

Please allow up to 20 working days for a response.