



Atelier One Privacy Notice – Website & Online Shop

This privacy policy sets out how Atelier One Ltd uses and protects any information that you give us when you use or make a purchase via our website.

Atelier One is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

1. What personal data will we collect, use and store about you?

Our website is hosted by Squarespace. Squarespace collects personal data when you visit this website, including:

- Information about your browser, network and device
- Web pages you visited prior to coming to this website
- Web pages you view while on this website
- Your IP address

Squarespace needs the data to run our website, and to protect and improve its platform and services. Squarespace analyses the data in an anonymised form.

When you buy something on this website, we collect personal information from you to fulfil the order. We may collect information like your:

- Name and payment details
- Contact information including email address
- Demographic information such as postcode
- Other information as supplied by you.

We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us.

Our payment processor, Stripe, will also collect payment information from you. You can read their privacy policy at <https://stripe.com/privacy>.

2. How do we collect your personal data?

We will collect this information directly from you via our online order form on our website, or direct from you via various forms of communication eg email, phone.

3. Why do we require your personal data?

We require this information:

- To process your order and obtain payment
- Internal record keeping
- We may use the information to improve our products and services
- We may also use your information to contact you to inform you about the status of your order and delivery arrangements. We may contact you by email, phone or post.

4. How do we ensure your personal data is secure?

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial

procedures to safeguard and secure the information we collect online. Our payment processing platform is Stripe.

5. How long do we keep your personal data?

We will store your personal information for as long as is necessary to complete your order. Once completed, your personal information will be deleted or destroyed.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

6. Cookies

Cookies are small pieces of data that websites store on a device. Cookies can improve browsing experience because they help websites remember preferences and understand how people use different features.

Our website is hosted by Squarespace, which uses some necessary cookies so visitors can navigate and use key features on our site. This website also uses analytics and performance cookies to collect information about how visitors interact with our site. Our website also uses traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website. We only use this information for statistical analysis purposes and no personally identifiable information is collected for this purpose.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies.

7. Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. We are not responsible for the information handling practices of third-party sites or services and we encourage you to read the privacy notices appearing on those sites or services.

8. Controlling your personal information, Third Parties

When you make a purchase from us on our website, we use Squarespace Payments as our payment solution. Squarespace Payments is a fully integrated, native payment solution provided to us by our online store service provider Squarespace. Squarespace Payments makes use of the following third-party service providers which will also receive your personal information and process it in accordance with their privacy policies:

Stripe - payment processing services. You can read Stripe's privacy policy at <https://stripe.com/privacy>.

Sift - fraud monitoring and detection services. You can read Sift's privacy policy at <https://sift.com/service-privacy>.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to us at the details provided below.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

9. Your Data Protection Rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

10. Contact Information

If you have any concerns about our use of your personal information, you can make a complaint to us at accounts@atelierone.com, by phoning 0207 323 3350 or writing to us at 7-9 Woodbridge Street, London, EC1R 0LL. Marking for the attention of The Data Controller.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Helpline number: 0303 123 1113. ICO website: <https://www.ico.org.uk>
We keep our privacy policy under regular review and we will place any updates on this web page.

This privacy policy was last updated on 14th March 2024.