

# Mosaic Workshop Ltd

## Privacy Policy

1/10/2023, Version 1

### **Our contact details**

We are Mosaic Workshop Ltd, a company registered in England and Wales (Company No. **14028717**), with a registered office at Orchard Grange, Old Warden, Biggleswade, Bedfordshire, SG18 9HB

Owner: Victoria Diggle

Phone Number: +44 (0)7896 322063

E-mail: victoria@mosaicworkshop.com

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers; name, email and postal address and postal addresses for any third party recipients
- Records of items ordered
- We do not hold your payment details

### **How we get the personal information and why we have it**

The personal information we process is provided to us directly by you for one of the following reasons:

- During the placing of an order
- When you contact us for advice, when you ask us for a quote or when you contact us for product samples
- When you subscribe to our Newsletter or Blog

We do not receive personal information indirectly, from any third parties under any scenarios.

We use the information that you have given us to fulfil your orders, to provide you with information and samples, and to communicate with you about our business.

We keep your data so that we can occasionally contact you with general or personalized notices and promotional messages.

We also use your aggregated anonymized data to provide us with statistical information on the performance of our business, so that we can improve our service to our customers.

We will not share your information with any third party without asking for your explicit consent.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by contacting victoria@mosaicworkshop.com or writing to us at Orchard Grange, Old Warden, Biggleswade, Bedfordshire, SG18 9HB

### **How we store your personal information**

Your information is securely stored. We keep your name, address, email and a record of any purchases on a secure database with double password-protection.

The website through which we sell our products is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our online shop and its service providers.

### Our use of Cookies

We use cookies when you visit our website, [www.mosaicworkshop.com](http://www.mosaicworkshop.com) to help customise the website and improve your experience while using it. When you visit our website, you will be presented with a message bar requesting your consent to set these cookies. By giving your consent, you are allowing our website to place small text files on your computer. The purpose of these files is to allow us to improve and personalise your service. You can decide not to give your consent, but certain features or our website may not function fully or as intended.

### These cookies are included on our website:

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	12 months	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.X	Used for stability/effectiveness measurement	12 months	Essential
wixLanguage	Used on multilingual websites to save user language preference	12 months	Functional

### 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 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.

**Please contact us at [victoria@mosaicworkshop.com](mailto:victoria@mosaicworkshop.com) if you wish to make a request.**

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Mosaic Workshop Ltd, Orchard Grange, Old Warden, Biggleswade, Bedfordshire, SG18 9HB.

You can also complain to the Information Commissioner's Office 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>