

Privacy & Cookies Policy

Fatclay Pottery Hambledon

Last updated: 19 April 2026

This policy explains how Fatclay Pottery Hambledon ("we", "us", "our") collects, uses, and protects your personal data when you use our website at www.fatclayhambledon.com. We are committed to protecting your privacy and handling your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

The data controller responsible for your personal data is:

Fatclay Pottery Hambledon

Rushmere Farm, Pitt Hill Lane, Hambledon, PO7 4SG

Website: www.fatclayhambledon.com

If you have any questions about how we handle your data, please contact us via the contact form on our website.

2. What Personal Data We Collect

We may collect the following types of personal data:

When you book a workshop, course, or membership:

- Full name
- Email address
- Phone number
- Payment information (processed securely — see Section 5)
- Booking history and preferences

When you contact us or sign up to our newsletter:

- Name and email address
- The content of your message or enquiry

When you visit our website:

- IP address and browser type
- Pages visited and time spent on the site

- Referring website or search terms
- Cookie data (see Section 7)

3. How We Use Your Personal Data

We use your personal data for the following purposes:

- To process bookings and manage your participation in workshops, courses, and memberships
- To process payments and send booking confirmations and receipts
- To respond to enquiries and provide customer support
- To send you information about upcoming events, workshops, or offers (where you have given consent)
- To improve our website and services using anonymised analytics data
- To comply with our legal obligations

4. Legal Basis for Processing

Under UK GDPR, we rely on the following legal bases to process your data:

- Contract: To fulfil your booking and deliver the services you have paid for
- Legitimate interests: To improve our website and services, and to manage our business effectively
- Consent: To send marketing communications — you can withdraw consent at any time
- Legal obligation: Where we are required to retain records for tax or legal purposes

5. Payment Information

All payments made through our website are processed securely via Wix Payments and/or third-party payment processors. We do not store your full card details on our systems. Payment data is handled in accordance with PCI DSS (Payment Card Industry Data Security Standards).

6. Sharing Your Data

We do not sell or rent your personal data to third parties. We may share your data with:

- Wix.com — our website platform, which hosts and processes data on our behalf
- Payment processors — to securely handle transactions
- Google — for analytics and advertising services (see Section 7)
- Legal or regulatory authorities — where required by law

All third-party processors are required to handle your data securely and in accordance with applicable data protection law.

7. Cookies

What are cookies?

Cookies are small text files stored on your device when you visit a website. They help websites function correctly and provide information to website owners.

Cookies we use

Essential cookies

These are necessary for the website to function and cannot be switched off. They include cookies set by Wix to manage your session, login state, and booking functionality.

Analytics cookies — Google Analytics

We use Google Analytics to understand how visitors use our website. This includes data such as pages visited, time on site, and general location (country/region level). This data is anonymised and used only to improve our website. Google Analytics sets cookies including `_ga` and `_gid`.

You can opt out of Google Analytics tracking by installing the Google Analytics Opt-out Browser Add-on at: tools.google.com/dlpage/gaoptout

Advertising cookies — Google Ads

We use Google Ads to promote our services. Google may set cookies to track whether you have visited our site after clicking on one of our ads, and to show you relevant adverts on other websites. This is known as remarketing.

You can manage your Google ad preferences at: adssettings.google.com

Managing cookies

You can control and manage cookies through your browser settings. Please be aware that disabling certain cookies may affect the functionality of our website. For more information on managing cookies, visit www.allaboutcookies.org.

8. How Long We Keep Your Data

We retain your personal data only for as long as necessary:

- Booking and payment records: 6 years (in line with HMRC requirements)
- Marketing contact lists: Until you unsubscribe or withdraw consent
- Website enquiries: Up to 2 years
- Analytics data: As per Google Analytics retention settings (default 26 months)

9. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- Right of access: You can request a copy of the personal data we hold about you
- Right to rectification: You can ask us to correct inaccurate or incomplete data
- Right to erasure: You can ask us to delete your data in certain circumstances
- Right to restrict processing: You can ask us to limit how we use your data
- Right to data portability: You can request your data in a commonly used format
- Right to object: You can object to processing based on legitimate interests or for direct marketing
- Right to withdraw consent: Where processing is based on consent, you can withdraw it at any time

To exercise any of these rights, please contact us using the contact form on our website. We will respond within 30 days. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

10. Data Security

We take reasonable technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse. Our website is hosted on Wix, which uses industry-standard security measures including SSL encryption.

11. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites and recommend you review their privacy policies independently.

12. Changes to This Policy

We may update this policy from time to time. Any changes will be posted on this page with an updated date. We encourage you to review this policy periodically.

13. Contact Us

If you have any questions about this Privacy & Cookies Policy or how we handle your data, please get in touch via the contact form at www.fatclayhambledon.com/contact-us.