

Privacy Policy ART from HEART CIC

This website is operated by ART from HEART CIC No 12181754 whose registered address is 4th Floor, 18 St Cross Street, London EC1N 8UN, is committed to protecting and preserving the privacy of our visitors when visiting our site or communicating electronically with us.

This policy sets out how we process any personal data we collect from you or that you provide to us through our website. We confirm that we will keep your information secure and that we will comply fully with all applicable UK Data Protection legislation and regulations. Please read the following carefully to understand what happens to personal data that you choose to provide to us, or that we collect from you when you visit this site. By visiting www.artfromheart.co.uk you are accepting and consenting to the practices described in this policy.

Types of information we may collect from you

We may collect, store, and use the following kinds of personal information about individuals who visit and use our website:

Information you supply to us. You may supply us with information about you by filling in forms on our website. This includes information you provide when you submit a contact/enquiry form, a subscription form, an open call form. The information you give us may include your name, address, e-mail address and phone number.

Information our website automatically collects about you. Regarding each of your visits to our website we may automatically collect information including the following:

- **technical information**, including a truncated and anonymised version of your Internet protocol (IP) address, browser type and version, operating system and platform;

- **information about your visit**, including what pages you visit, how long you are on the site, how you got to the site (including date and time); page response times, length of visit, what you click on, documents downloaded and download errors.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

How we may use the information we collect

We use the information in the following ways:

Information you supply to us. We will use this information:

- to provide you with information, products and/or services that you request from us;

[Describe any other uses of the information you collect (ie. other marketing communications to individuals who have requested a prospectus)]

Information we automatically collect about you. We will use this information:

- to administer our site including troubleshooting and statistical purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- security and debugging as part of our efforts to keep our site safe and secure.

This information is collected anonymously and is not linked to information that identifies you as an individual. We use Google Analytics to track this information. Find out how Google uses your data

at <https://support.google.com/analytics/answer/6004245>

Disclosure of your information

Any information you provide to us will either be emailed directly to us or may be stored with our third-party website and hosting provider Wix. Wix facilitates the running and management of this website. Wix meet high data protection and security standards and are bound by contract to keep any information they process on our behalf confidential. Any data that may be collected through this website that Wix process, is kept secure and only processed in the manner we instruct them to. Wix cannot access, provide, rectify or delete any data that they store on our behalf without permission.

We do not rent, sell, or share personal information about you with other people or non-affiliated companies.

We will use all reasonable efforts to ensure that your personal data is not disclosed to regional/national institutions and authorities, unless required by law or other regulations.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Third party links

Our site may, from time to time, contain links to and from the third-party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Contact

Questions, comments, and requests regarding this privacy policy are welcomed and should be addressed to ART from HEART CIC at iartfromheart@gmail.com

SHIPPING TO UK

ART from HEART offers FREE shipping including all handling, packing and postage costs for UK based customers only. Customers based in Europe or Rest of the World, please see section below about shipping to Europe and Rest of the World.

Artworks are dispatched within 2 days after receipt of payment.

If a package has not arrived or products have arrived damaged in transit, please contact us. We are endeavour to resolve any issues as quickly as possible.

SHIPPING TO EUROPE & REST OF THE WORLD

If you would like us to ship an order to Europe or Rest of the World, please email us directly at iartfromheart@gmail.com to discuss shipping costs.

The cost of shipping includes all handling, packing and postage costs. The total shipping cost varies according to the weight and dimensions of the shipment. We will always seek to minimise the shipping costs whilst seeking to ensure that goods reach you in good condition.

No UK tax is applied to any orders shipped overseas. However, the purchaser of the items will be responsible for any importation taxes, duty or charges levied at the point of importation. Since January 2021 that includes all countries in Europe.

