PRIVACY POLICY

This Privacy notice was last updated on 21/10/2026 with a reference to Lloyds Bank

**Summary**

This Privacy notice explains what information Maws Craft Centre (Jackfield) Ltd ("Maws") ("we", "us", and "our") gather about you, what we use that information for, and who we give that information to. It also sets out your rights in relation to your information and who you can contact for more information or queries.

**Scope**

We take data protection very seriously and we are committed to protecting your personal information. This Privacy notice describes how we handle personal information collected through our website www.mawscraftcentre.co.uk and by any other means.

It is our policy to collect only the minimum information required from you. If you believe we have collected excessive information about you, please contact us to raise any concerns you may have.

In this Privacy notice your personal information is sometimes called "personal data". We sometimes collectively refer to handling, collecting, protecting, or storing your personal information as "processing".

Although you do not have to provide any of your personal information to us, if we ask you to do so and you refuse, we may be unable to provide you with the information, goods, or services you want from us.

**Personal information**

Personal information is anything that enables you to be identified or identifiable, e.g. your name, address, email address and telephone number.

**Collection of personal information**

Below are some examples of how you may provide personal information to us:

- Searching and browsing our website
- Telephoning us
- Contacting us for further information
- Providing us with business cards or other contact information
- Submitting questionnaires
- Submitting tenancy applications and associated references (bank, trade, landlord)
- Submitting CVs
- If you are Lloyds Bank, hounding us for months with questions to verify our company ownership structure

**Use of personal information**

When you provide personal information to us, we will only use it for purposes you submitted it for.

We do not collect personally identifying information for sale to third parties, only to provide a service to you including:

Information on studios or flats to let at Maws

Letting one of our properties to you

To confirm and authenticate your identity

To administer and manage our website

To develop our businesses and services

To monitor and enforce compliance with our Terms of Business

Any other purposes for which you provided the information to us, including any of the purposes given in the 'Collection of personal information' section above

Legal grounds for processing personal information

To perform our contractual obligations to you

To satisfy any legal and regulatory obligations to which we are subject

For our legitimate interests in the effective delivery of information and services to you and in the effective and lawful operation of our businesses

**Security of personal information**

We have implemented generally accepted standards of technology and operational security to protect personally identifiable information from loss, misuse, alteration, or destruction.

Only the Maws management team have access to personally identifiable information we have collected and have agreed to maintain the confidentiality of this information.

Although we use appropriate security measures once we have received your personal data, the transmission of data over the internet (including by e-mail) is never completely secure.

We endeavour to protect personal data, but we cannot guarantee the security of data transmitted to or by us.

**Sharing personal information**

We may transfer, share or disclose the personal data we collect from you to third parties (and their respective subcontractors, and/or their subsidiaries and affiliates) for:

The purposes for which the information has been submitted

The purposes listed above under use of personal information

The administration and maintenance of our website and/or

Other internal or administrative purposes.

We also may transfer share or disclose personal data to third party service providers of identity management, website hosting and management, data analysis, data backup, security and storage services.

The third-party providers may use their own third party subcontractors that have access to personal data (sub-processors). It is our policy to use only third-party providers that are bound to maintain appropriate levels of security and confidentiality, to process personal information only as instructed by us, and to flow those same obligations down to their sub-processors.

**International transfers of personal information**

Your personal information may be transferred to and stored outside the country where you are located. This includes countries outside the European Economic Area (EEA) and countries that do not have laws that provide specific protection for personal information.

Where we collect your personal information within the EEA, transfer outside the EEA will be only:

To a recipient located in a country which provides an adequate level of protection for your personal information; and/or

Under an agreement which satisfies EU requirements for the transfer of personal data to data processors or data controllers outside the EEA.

**Other disclosures**

We may also disclose personal information to third parties under the following circumstances:

When explicitly requested by you

When required to deliver publications or reference materials as requested by you

For regulatory compliance purposes

As otherwise set out in this privacy statement.

We may also disclose your personal information to law enforcement, regulatory and other government agencies and to professional bodies and other third parties, as required by and/or in accordance with applicable law or regulation.

**Retention of personal information**

We normally retain personal data for a minimum of 7 years, taking into account the reason it was collected and processed, requirements set out by legal and regulatory obligations and for customer service necessities. To find out more about our retention policy please email us on mawscraftcentre@gmail.com

**Marketing**

We keep contact information for people who have specifically asked to be on our waiting list for properties to let. We do not keep mailing lists.

**Rights in relation to your information**

You have certain rights in relation to the personal information we hold about you. In particular, you have the right to:

Request a copy of personal information we hold about you

Ask that we update the personal information we hold about you, or correct such personal information that you think is incorrect or incomplete

Ask that we delete personal information that we hold about you, or restrict the way in which we use such personal information

Object to our processing of your personal information

Withdraw your consent to our processing of your personal information (to the extent such processing is based on consent and consent is the only permissible basis for processing).

If you would like to exercise these rights or understand if these rights apply to you, please contact us.

**Our website**

Our website may link to third-party sites not controlled by us and which do not operate under our privacy practices. When you link to third-party sites, our privacy practices no longer apply. We encourage you to review each third-party site's privacy policy before disclosing any personally identifiable information.

When using the contact form on our website you will see a “CAPTCHA” - this is a type of challenge-response test as an attempt to ensure that the response is generated by a person. A common type of CAPTCHA requires the user to tick a box that says "I am not a robot" or to type letters or digits from a distorted image that appears on the screen. Our website form comes with a built-in CAPTCHA, and it helps ensure that your form can't be submitted unless the CAPTCHA is validated by ticking off the box that says "I am not a robot".

**Cookies**

We use Yola for our website and have been given this information about cookies:

*What is a cookie? Cookies are small files that websites put on your hard drive when you first visit, which acts as an identification card that's uniquely yours. Its job is to notify the site when you've returned. While it is possible to misuse a cookie in cases where there is personal data in it cookies by*

*themselves are not malicious. Many websites use cookies. Cookies can help you be more efficient when using some websites. For example, cookies are responsible for storing online store data. Have you ever put something in a virtual shopping cart in an online store and then returned a few days later to find that the item is still there? That's an example of cookies at work. Cookies let you store preferences and user names, register products and services, and personalize pages. However, if you never register or leave personal information at a site, then the server only knows that someone with your cookie has returned to the website. It doesn't know anything else.*

*There are two cookies on your Yola site: One placed and hosted by Yola, to track analytics and provide our users with the analytics dashboard. One placed by Yola, but hosted by quantcast.com, to track aggregate visitor information across Yola hosted sites.*

**Contact us**

If you have any questions or complaints about this Privacy notice or the way your personal information is processed by us, or would like to exercise one of your rights set out above, please contact us by one of the following means:

Post: Maws Craft Centre (Jackfield) Ltd, Flat 1, Maws Craft Centre, Jackfield, Telford, Shropshire TF8 7LR

Email: mawscraftcentre@gmail.com

Website: http://www.mawscraftcentre.co.uk/contact.php

You also have the right to lodge a complaint with your local data protection regulator, which in the UK is the Information Commissioner Office (ICO).

We may update this Privacy notice at any time by publishing an updated version here. So that you know when we make changes to this Privacy statement, we will amend the revision date at the top of this page. The new modified or amended Privacy notice will apply from that revision date. Therefore, we encourage you to review this Privacy notice periodically to be informed about how we are protecting your information.