

Privacy Policy & UK GDPR Statement

Clear information about how your personal data is collected, used and protected

Website: www.theartcabin.org Last updated: 28 August 2026

This notice explains how The Art Cabin, operated by Sara Karen Buckley, collects and uses personal information when you visit the website, contact us, join a mailing list, make a purchase, book a class or use one of our services.

At a glance

- We only collect information that we reasonably need to run The Art Cabin and provide the services you request.
- We do not sell your personal information.
- You control whether you receive marketing emails and can unsubscribe at any time.
- You can contact us at sara@theartcabin.org to ask about your information or exercise your rights.

1. Who we are

The data controller is Sara Karen Buckley, trading as The Art Cabin.

The Art Cabin is based at Hut 2, The Craft Village, Coolings Garden Centre, Rushmore Hill, Knockholt, Kent TN14 7NN. This notice applies to www.theartcabin.org and the services offered through it, including enquiries, commissions, artwork and print sales, gift cards, memberships, online groups, courses, one-to-one tuition, workshops and children's holiday art sessions.

For data protection purposes, 'we', 'us' and 'our' mean The Art Cabin, and 'you' means the person whose personal information we handle.

2. Information we may collect

- Identity and contact information, such as your name, postal address, email address and telephone number.
- Booking, purchase and commission information, including the class or product selected, order history, delivery details, gift-card details and your communications with us.
- Payment and transaction information. Payments are processed by the payment provider available at checkout; we do not normally receive or store your full card details.

- Account and membership information, including login details, profile information and activity within member or group areas of the website.
- Workshop information, such as attendance, experience level, accessibility requirements and information needed to provide a safe and suitable session.
- For children's holiday art sessions, the child's name and age, parent or guardian contact details, emergency contact information and any relevant allergy, medical, accessibility or support information supplied by the parent or guardian.
- Marketing preferences, including whether you have chosen to receive news about classes, artwork, exhibitions or other services.
- Technical and usage information, such as IP address, device and browser information, pages visited, cookie identifiers and interactions with the website.
- Photographs, artwork images, testimonials or social-media content where you have agreed that we may use them.

3. How we collect information

We collect information directly from you when you complete a form, contact us, subscribe to a mailing list, create a member account, book a session, make a purchase, request a commission, attend an event or communicate with us by email, telephone or social media.

We may also receive limited information from our website platform, payment providers, delivery services, social-media platforms or another person making a booking or purchasing a gift on your behalf. Technical information may be collected automatically through cookies and similar technologies, subject to your choices.

4. How and why we use your information

UK data protection law requires us to have a lawful basis for each use of personal information.

Enquiries and commissions. We use your details to answer questions, discuss ideas, prepare quotations and take steps at your request before entering into a contract. Our lawful bases are steps before a contract and our legitimate interest in responding to genuine enquiries.

Bookings, purchases and services. We use your details to confirm and administer bookings, take payment, deliver products, provide classes or memberships, manage changes and contact you about the service. The lawful basis is performance of our contract with you.

Safety, accessibility and children's sessions. We use relevant information to plan suitable support, respond to emergencies and help keep participants safe. The lawful basis may be performance of a contract, legitimate interests or vital interests. Health information is special-category data and will only be used where an additional lawful condition applies, such as explicit consent or vital interests in an emergency.

Financial and business records. We retain invoices, payment confirmations and related records for accounting, tax, insurance, fraud prevention and the establishment or defence of legal claims. The lawful bases are legal obligation and legitimate interests.

Marketing. We may send information about similar classes, artwork or services where you have consented or where the electronic-marketing 'soft opt-in' lawfully applies. Every marketing email will include an easy way to unsubscribe.

Website operation, security and improvement. We use necessary technical information to operate the website, prevent misuse, diagnose faults and keep our services secure. We rely on legitimate interests and, for non-essential analytics or marketing cookies, your consent.

Photography and testimonials. We use identifiable photographs, testimonials or artwork attributions for promotional purposes only where we have an appropriate lawful basis, normally consent. You may withdraw consent for future use at any time.

5. Children's information

The website and booking process are intended for adults. A parent or guardian should make bookings and provide information for anyone under 16 attending a children's holiday art session. We only ask for information that is reasonably necessary to administer the booking, support the child and run the session safely.

We do not use children's personal information for direct marketing. Information about allergies, health, accessibility or support needs is treated with additional care, shared only on a need-to-know basis and deleted when it is no longer required, subject to safeguarding, insurance and legal record-keeping requirements.

6. Marketing communications

You may join our mailing list to receive news about upcoming courses, workshops, artwork, exhibitions and related services. We may also contact existing customers about similar services where the legal soft opt-in requirements are met.

You can unsubscribe using the link in any marketing email or by contacting us. We may keep a minimal suppression record so that we can respect your request and avoid contacting you again. Service messages about an existing booking or purchase are not marketing and may still be sent where necessary.

7. Cookies and similar technologies

Our website is hosted using Wix and may use cookies or similar technologies for security, navigation, shopping baskets, member accounts, preferences, analytics and marketing. Strictly necessary technologies may operate without consent because they are needed to provide the website or a service you request.

Non-essential analytics and marketing technologies should only be used after you have made a choice through the cookie banner or preferences centre. You can reject non-essential cookies and change your choices later. Current cookie categories and available controls are shown in the website's cookie settings. Blocking some optional functionality cookies may affect how parts of the website work.

8. Who we share information with

We only share information where it is necessary and appropriate. Recipients may include:

- Wix and related website, hosting, booking, store, member-area and email-service providers.
- The payment provider you select at checkout, and banks or fraud-prevention providers involved in the transaction.
- Delivery companies where an artwork, print, gift card or other item must be sent to you.
- Guest tutors, class venues or support providers where limited information is needed to deliver a session safely.
- Accountants, insurers, IT providers and professional advisers who support the business and are required to protect confidentiality.
- Public authorities, regulators, courts or law-enforcement bodies where disclosure is required or permitted by law.

We do not sell or rent your personal information. If the business is reorganised or transferred, relevant information may be shared with professional advisers and a successor, subject to appropriate confidentiality and data-protection safeguards.

9. International data transfers

Some service providers may process information outside the United Kingdom. Where UK data-protection law treats a destination as restricted, we require an appropriate safeguard, such as UK adequacy regulations, the UK International Data Transfer Agreement or the UK Addendum to approved standard contractual clauses, unless another lawful exception applies. You may contact us for further information about the safeguards used.

10. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected. Typical periods are:

- General enquiries and unsuccessful quotations: normally up to 12 months after the last meaningful contact.
- Customer, order, booking, invoice and accounting records: normally up to six years where required for tax, accounting, insurance or legal purposes.
- Operational attendance and participant information: for the period needed to administer the session, followed by a short administrative period, unless a safeguarding, accident, insurance or legal record must be kept longer.
- Marketing records: until you unsubscribe or we no longer need the information; a minimal suppression record may be retained to respect your choice.
- Cookie and analytics information: according to your cookie choices and the retention periods applied by the relevant website provider.
- Photographs and testimonials: until consent is withdrawn or they are no longer required. Withdrawal does not affect lawful use before withdrawal, and printed materials already in circulation may not be capable of recall.

When information is no longer required, we securely delete or anonymise it. Retention periods may be extended where a complaint, dispute, safeguarding concern or legal requirement makes this necessary.

11. How we protect information

We use proportionate technical and organisational measures designed to protect personal information from accidental loss, misuse, unauthorised access, alteration or disclosure. These measures include access controls, password protection, reputable service providers, limited need-to-know sharing, secure disposal and regular review of the information we hold.

No internet or email system can be guaranteed completely secure. If we become aware of a personal-data breach, we will assess it and notify affected individuals and the Information Commissioner's Office where the law requires this.

12. Your data-protection rights

Depending on the circumstances, you may have the right to:

- Be informed about how we use your personal information.
- Ask for access to the personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Ask us to delete information where there is no lawful reason to keep it.
- Ask us to restrict how information is used in certain circumstances.
- Object to processing based on legitimate interests and object at any time to direct marketing.

- Receive certain information in a portable format or ask for it to be transferred where the right applies.
- Withdraw consent at any time, without affecting processing that was lawful before withdrawal.

We do not currently use personal information to make decisions about you solely by automated means that have legal or similarly significant effects. Rights are not absolute and may be subject to legal exceptions. We may ask for reasonable proof of identity before acting on a request and will normally respond within one month.

13. Complaints

Please contact us first if you have a concern, as we would welcome the opportunity to resolve it. You also have the right to complain to the Information Commissioner's Office, the UK's data-protection regulator.

Information Commissioner's Office: ico.org.uk/make-a-complaint | Telephone: 0303 123 1113

14. Third-party websites and social media

Our website may link to Instagram, Facebook, payment services or other external websites. Those organisations are responsible for their own privacy practices. If you join or post in a member or group area, information you choose to share may be visible to other members according to the relevant settings, so please avoid posting sensitive personal information.

15. Changes to this notice

We may update this notice when our services, suppliers or legal obligations change. The latest version will be published on the website with a revised 'last updated' date. We will bring significant changes to your attention where appropriate.

16. Contact us

Data controller: Sara Karen Buckley, trading as The Art Cabin

Email: sara@theartcabin.org

Telephone: 07540 688720

Address: The Art Cabin, Hut 2, The Craft Village, Coolings Garden Centre, Rushmore Hill, Knockholt, Kent TN14 7NN

Please review this notice at least annually and whenever website services, payment providers, mailing tools or cookies change.