Privacy Notice

CL Eustace Art
Last updated: 16 October 2026

1. Introduction

At CL Eustace Art, your privacy is important to me. I am committed to protecting your personal information and being transparent about how it is collected, used and stored.

This Privacy Notice explains how I handle personal information when you visit www.cleustaceart.co.uk, purchase artwork or prints, enquire about commissions or contact me through the website.

CL Eustace Art is an independent art business operated by Claire Eustace as a sole trader, rather than a limited company.

I am the data controller responsible for personal information collected in connection with my business.

2. Information I Collect

Depending on how you interact with my website, I may collect the following information:

- **Personal details:** Your name, email address, telephone number and postal address.
- **Purchase information:** Details of artwork purchased, order history, delivery information and transaction records.
- **Commission enquiries:** Information you provide when requesting a bespoke piece, including preferences, specifications and relevant correspondence.
- **Contact information:** Any details you submit through my website's contact form or by email.
- **Technical information:** Information such as your IP address, browser type and website usage data, where collected by the website platform or associated services.

I only collect information that is necessary to operate my business, fulfil orders, respond to enquiries and provide my services.

3. How I Use Your Information

Your personal information may be used to:

- Process and fulfil orders for original artwork and prints.

- Arrange packaging, delivery and shipping.
- Respond to questions and commission enquiries.
- Communicate with you regarding purchases or commissioned artwork.
- Process payments, refunds and returns.
- Maintain financial records and meet legal obligations.
- Maintain the security and functionality of my website.
- Send marketing communications where I have a valid legal basis to do so.

I do not sell your personal information to third parties.

4. Legal Basis for Processing Your Information

Under the UK General Data Protection Regulation (UK GDPR), I rely on the following legal bases when processing personal information:

Contract: When information is necessary to process an order, deliver artwork or provide a commissioned service.

Legal obligation: When information must be retained to comply with tax, accounting or other legal requirements.

Legitimate interests: When information is needed to respond to enquiries, maintain customer relationships, administer my business or protect my website, provided these interests do not override your rights.

Consent: Where consent is required, such as for certain marketing communications or non-essential cookies.

Where I rely on consent, you can withdraw it at any time.

5. Sharing Your Information

I may share personal information with trusted third-party service providers where necessary to operate my business.

These may include:

- Website hosting and e-commerce providers.
- Secure payment processing providers.
- Delivery companies, including Royal Mail.
- Accounting, administrative and technical service providers.

Information is shared only where necessary for the relevant service or where required by law.

I do not sell or rent customer information to third parties for their own marketing purposes.

6. Payments and Website Security

Payments made through my website are processed using the secure payment services available through my website's e-commerce platform.

Payment information is handled by the relevant payment provider in accordance with its own privacy and security policies.

I take reasonable steps to protect the personal information I hold against unauthorised access, loss, misuse or disclosure.

However, no method of electronic transmission or storage can be guaranteed to be completely secure.

7. Cookies and Website Analytics

My website may use cookies and similar technologies to support essential website functions, security and, where enabled, analytics or other services.

Strictly necessary cookies may be used without consent where permitted by law.

Where consent is legally required for non-essential cookies or similar technologies, these will only be used after the appropriate consent has been obtained.

You can manage cookies through your browser settings and, where available, the website's cookie preferences.

8. How Long I Keep Your Information

I retain personal information only for as long as necessary for the purposes for which it was collected.

- **Order and transaction records:** Generally retained for up to six years after the relevant tax year, or longer where legally required.
- **General enquiries:** Retained only for as long as reasonably necessary to respond and manage any follow-up correspondence.
- **Commission information:** Retained for the duration of the project and afterwards where necessary for record-keeping, contractual or legal purposes.
- **Marketing information:** Retained until you unsubscribe, withdraw consent or the information is no longer required.

When personal information is no longer needed, I will securely delete or dispose of it.

9. Your Data Protection Rights

Under UK data protection law, you have certain rights regarding your personal information.

Depending on the circumstances, these include the right to:

- Request access to the personal information I hold about you.
- Request correction of inaccurate or incomplete information.
- Request deletion of your personal information.
- Request restriction of how your information is processed.
- Object to certain uses of your information.
- Request transfer of your information to another provider.
- Withdraw consent where processing is based on consent.

You also have the right to object to the processing of your personal data for direct marketing purposes at any time.

These rights are subject to applicable legal conditions and exemptions.

To exercise your rights, please contact me using the details provided below.

10. International Data Transfers

Some third-party services used to operate this website may process or store personal information outside the United Kingdom.

Where this occurs, I will take steps to ensure that appropriate protections are in place, in accordance with applicable UK data protection law.

11. Third-Party Websites

My website may contain links to third-party websites or social media platforms.

I am not responsible for the privacy practices or content of external websites. I recommend reviewing their privacy notices before providing personal information.

12. Automated Decision-Making

I do not use personal information to make solely automated decisions that produce legal or similarly significant effects on individuals.

13. Changes to This Privacy Notice

I may update this Privacy Notice from time to time to reflect changes in my business, website functionality or legal requirements.

Any updates will be published on this page, with the date of the latest revision shown at the top.

14. Contact Information

If you have any questions about this Privacy Notice, how your personal information is handled or wish to exercise your data protection rights, please contact:

Claire Eustace
Trading as CL Eustace Art
Website: www.cleustaceart.co.uk

15. Complaints

If you have concerns about how your personal information is handled, please contact me first so I can try to resolve the issue.

You also have the right to raise a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Information Commissioner's Office
Website: www.ico.org.uk
Telephone: 0303 123 1113

You can contact the ICO at any time if you believe your personal information has not been handled appropriately.