

# Kensington Pottery Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

### Post

Kensington Pottery Ltd, 3 Astwood Mews, , LONDON, , SW7 4DE, GB

### Email

[pots@kensingtonpottery.com](mailto:pots@kensingtonpottery.com)

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information
- Account information
- Information relating to loyalty programmes
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Call recordings
- Records of meetings and decisions

- Identification documents
- Information relating to compliments or complaints
- Information relating to sponsorship

We collect or use the following information for **the operation of customer accounts and guarantees:**

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes:**

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Recorded images, such as photos or videos
- Call recordings
- Purchase or viewing history
- IP addresses
- Website and app user journey information
- Information relating to sponsorship
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements:**

- Name
- Contact information
- Identification documents
- Financial transaction information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Any other personal information required to comply with legal obligations
- Health and safety information
- Safeguarding information

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details

- Address
- Payment details
- Account information
- Purchase or service history
- Video recordings of public areas
- Video recordings of private or staff only areas
- Call recordings
- Witness statements and contact details
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety
- Correspondence

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)

- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We only collect and process personal information that enables us to deliver the goods and/or services that our customers, members and employees have selected to enjoy. We use information to help

us to improve our goods and services, to maintain quality, carry out quality assessment and to communicate information that our customers, members and employees will find helpful to ensure they can benefit fully from the goods and services which they purchase from us.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We only collect and process personal information that enables us to deliver the goods and/or services that our customers, members and employees have selected to enjoy through having an account with us. We use information to help us to improve our goods and services, to communicate information that our customers, members and employees will find helpful to ensure they can benefit fully from the goods and services which they purchase from us. We use your personal information to maintain your customer account with us, to deliver the services and goods to you and maintain any associated guarantees, memberships, or services you have requested. We use your personal information to keep your account up to date and to charge you for any products and services that you purchase.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Legitimate interests include: Keeping you informed of any legal obligations we have in relation to your personal information, and how it is used. We will only use your personal information to contact you to let you know about our service updates and to provide you with marketing information from us. We will not sell your information to 3rd parties. If you opt in to receive service updates and information about our products and services, then we will use your information to send this to you.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply,

except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We collect and use personal information from you to deal with queries, complaints or claims. Where necessary to assess these matters correctly and to provide appropriate solutions, we may need to share your personal information with our accountants, lawyers, bank, HR, customer service provider, or other 3rd party who will assist us to deliver the best solution for you. We will also use your information to ensure we can improve our service.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

## Where we get personal information from

- Directly from you
- Publicly available sources
- Previous employers
- Providers of marketing lists and other personal information
- Suppliers and service providers

## How long we keep information

We only retain personal information for as long as you are a member of the studio or opt in for our newsletter or service or marketing updates. We retain information for tax purposes for 7 years in relation to any payments you

have made to us, or purchases you have made. We destroy and delete any records after 7 years in line with legal accounting obligations.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

## Who we share information with

### Data processors

#### **Accountants and Bookkeepers**

This data processor does the following activities for us: They process payroll information and provide bookkeeping services for memberships and course subscriptions.

### Others we share personal information with

- Insurance companies
- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Relevant regulatory authorities
- Warranty and guarantee providers
- Professional consultants
- Organisations we're legally obliged to share personal information with
- Emergency services
- Publicly on our website, social media or other marketing and information media
- Debt collection agencies
- Previous employers
- Suppliers and service providers

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane

Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

26 February 2026