



Privacy Policy

This Privacy Policy is designed to assist you in understanding how we collect and use personal information related to the services. It also describes your choices regarding use, access and correction of your personal information.

The Privacy Policy applies to Lorg Printmakers trading under the name of Galway Print Studio and all of the products, services and the website www.galwayprintstudio.ie (collectively, the "services"). In this Privacy Policy, references to "Black Hole Studio", "the Studio", "we," "our" and "us" refer to Black Hole Studio, while "you" and "your" refer to the customer or user.

The use of information collected through our service shall be limited to the purpose of providing the service for which the customer has engaged with the Studio. We hope that this will help you to make informed decisions when using the services. If you have an unresolved privacy or data use concern that we have not addressed to your satisfaction, please contact using the contact information available on our website. (PUT LINK HERE)

INFORMATION WE COLLECT

In order to provide the services, we collect the following types of information:

Registration Information

When you become a member of the Studio, we ask you to provide us with personal information including your name, email address, photos of yourself and/or your work, mailing address and phone number, and depending upon the type of membership account, we may also ask you for billing information (such as credit card number or bank details to set up a direct debit).

All members must be over the age of 18.

Anyone under the age of 18 are not allowed to use the services without permission from a Parent or Guardian, therefore this Privacy Policy makes no provision for the use of anyone under 18.

In the event of a user identified under the age of 18 the Studio will not collect, store or use any personal information of such user, or in the event that the Studio received personal information provided by a person under the age of 18, the Studio will promptly delete such personal information in a secure manner.

The exception to this clause will be if a person under the age of 18 is or has taken a course with us and information of that person is required. However, this shall only be accepted with the prior consent of a parent / guardian.

User Communication

We will send you a welcoming email to verify your e-mail address. We will also communicate with you in response to your inquiries, to inform you about the services, to manage your account, and for service-related announcements when it is necessary to do so. For instance, if the service is temporarily suspended for maintenance, we might send you an email. Generally, you may not opt-out of these communications. If you send us email or other communications, we may retain the content of your communications together with your email address and our responses.

You will also receive an email notification when another member wishes to contact you about specific projects or programmes. You may unsubscribe from receiving these types of notifications by unsubscribing via one of the unsubscribe methods (attached to an email or via the website) or by emailing us at unsubscribe@blackholestudio.ie.

Files/Photos

We may post your photos on our website/servers and to social media, LinkedIn, Twitter, Facebook, YouTube & Pinterest unless otherwise specifically stated by the copyright owner .

Images of your likeness (portraits, etc) taken at studio events may be posted online for the specific purpose of promoting Black Hole Studio and its events.

You have the option to share links on Black Hole Studio's website to Facebook and Twitter. If you are already signed into either one of those services you will be prompted to post a link on your wall. If you are not signed in to either service you will be redirected to the applicable site and prompted to login. Black Hole Studio has no access to your Facebook or Twitter account nor do we store your login information.

Our website includes social media features, such as the Facebook "like" button and widgets, the "share this" button, and interactive mini-programs that run on our website. These features may collect your IP address, which page you are visiting on our website, and may set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our website. Your interactions with these features are governed by the privacy policy of the company providing it, which we have verified to be up-to-date with current privacy regulations.

Website Use Information

When you log onto and browse our website, our website server automatically receives and records information on our website server logs from your browser, which may include your IP address, cookie, browser type, internet service provider (ISP), operating system, clickstream data, page(s) viewed, the files viewed on our site (e.g., HTML pages, graphics, etc.), the date and time of visits, time spent at our website, and websites visited just before and just after our

website. We do not link the information we store in cookies to any personal information you submit while on our website.

Technologies such as cookies or similar technologies used by Black Hole Studio are provided by our website host [wix.com](https://www.wix.com) and analytics or service providers. These technologies are used in analysing trends, administering the website, tracking users movements around the website and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies by these companies on an individual as well as aggregated basis.

Cookies are used to remember your settings and for authentication purposes. Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our website, but your ability to use some features or areas of our website may be limited, in particular the Members Area.

Certain web browsers may allow you to enable a "do not track" option that sends signals to the websites you visit indicating that you do not want your online activities tracked. This is different than blocking "cookies" as browsers with the "do not track" option selected may still accept "cookies." Right now, there is no industry standard for how companies should respond to "do not track" signals, although one may be adopted in the future. We do not respond to "do not track" signals at this time. If we do so in the future, we will modify this Privacy Policy accordingly. More information about "do not track" is available at www.allaboutdnt.org.

We use analytics within our mobile application for visibility purposes, to track how many times the application was opened and the pages viewed within the application. However, we do not link the information we store within the analytics software to any personal information you submit within the mobile application and we do not use your personal information for analytics. We do not ask you for, access or track any location based information from your mobile device at any time while downloading or using our mobile application or services. We will only share this information with our mapping provider for the sole purpose of providing you the service. When you download and use the services, we automatically collect information on the type of device you use, the Universal Device Identifier (UDID) and the operating system version. We may occasionally send you push notifications through our mobile applications to send you services related notifications that may be of importance to you. You may at any time opt-out from receiving these types of communications by turning them off at the device level through your settings.

HOW WE USE THE INFORMATION

We use information which we collect for purposes of: providing the services, auditing, research and analysis in order to maintain, protect and improve the services, ensuring the functioning of our servers, providing customer service, contacting you as described in this

Privacy Policy, enabling features of the services, such as to allow you to share photos and files with friends, and developing new products and services for our customers and prospective customers. We may also use the information we collect to notify you about important changes to the services, respond to your support requests, and send you newsletters and special offers which we think you may find valuable. You may notify us at any time if you do not wish to receive these offers by contacting us at info@blackholestudio.ie, by logging into your account and updating your notifications settings, or by following the unsubscribe instructions included in each communication. Please keep in mind that by using the services, we may need to send you information regarding your account, such as service announcements, so by your use of the services, you authorise us to send you such information and you may not opt out of receiving those messages.

Data Protection

Black Hole Studio may transfer certain personal information across geographical borders to United States entities or service providers in other countries working on our behalf in accordance with applicable law. By providing us with your information or using our websites, you consent to the collection, international transfer, storage, and processing of your information. These transfers are governed by European Union (EU) standard contractual clauses or equivalent data transfer agreements to protect the security and confidentiality of personal information.

Public Forums

Our website offers publicly accessible blogs, private messages, and community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal information from our blog or community forum, contact us at Black Hole Studio. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

The Black Hole Studio community forum is hosted on our third party service provider's platform ([wix.com](https://www.wix.com)). All information collected within this area of the website is governed by our Privacy Policy. Our third party service provider is not allowed to use your personal information for any other purpose other than to provide the platform for the use of our clients.

You are in control of who is able to see your profile within the community forum.

Sharing Information With Third Parties

We do not share your files stored on our servers with any third parties unless instructed by you, a court orders us to do so, or as described herein. Your files are not considered "personal information."

Black Hole Studio does not sell or rent your personal information to third parties except that your personal information may be disclosed to third parties in the following circumstances:

- When you have signed up for the services, we may disclose your personal information to our affiliates and subsidiaries to provide the services to you.
- We may use third parties to perform services related to our operations such as payment processors, chat personnel, community platform hosting providers, and email service providers. In connection with these business operations, third parties may have access to your personal information including if you are a customer of one of our customers. These third parties will be subject to an agreement to treat your information in accordance with this Privacy Policy.
- Your personal information and Files may be disclosed as part of a merger, acquisition, or sale of company assets. If we are involved in a merger, acquisition, or sale of all or a portion of our assets, you will be notified via email and/or a notice on our website, which will include any choices you may have concerning your personal information and Files. In the unlikely event of an insolvency, bankruptcy or receivership, your personal information and Files may be transferred as a business asset.
- In certain situations, we may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.
- We may disclose your personal information if required to do so by law or subpoena or if we believe that such action is necessary to: (a) conform to the law or comply with legal process; (b) protect and defend our rights and property, the services and/or users of the services; (c) enforce the Terms of Service with respect to the services (including investigation of potential violations thereof); (d) detect, prevent or otherwise address fraud, security or technical issues; or (e) protect the safety of users of the services, us or third parties.
- We may share with third parties certain pieces of aggregated, non-personal information, such as the average number of participants in our workshops. Such information does not identify you individually.

Some of our pages utilise framing techniques to serve content to/from our partners while preserving the look and feel of our website. Please be aware that you are providing your personal information to these third parties and not to Galway Print Studio.

SECURITY: UPDATING YOUR INFORMATION

We take appropriate security measures to protect against unauthorised access to or unauthorised alteration, disclosure or destruction of data. Within Galway Print Studio, we restrict access to personal information to Galway Print Studio employees, contractors and agents who need to know that information in order to operate, develop or improve the services.

These persons are bound by confidentiality obligations. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security. If you have any questions about security on our website, you can contact us at Black Hole Studio.

Email Transmissions

Email is not recognised as a secure medium of communication. For this reason, we request that you do not send private or sensitive information to us by email. Some of the personal information you may enter on our website (e.g., login, reset password, credit card number etc.) will be transmitted securely via Secure Sockets Layer (SSL) server or those used by the appropriate Third Party, which encrypts such information.

Links to External Sites

We are not responsible for the practices employed by websites linked to or from our website nor the information or content contained therein. Often links to other websites are provided solely as pointers to information on topics that may be useful to the users of our website. Please remember that when you use a link to go from our website to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including websites which have a link on our website, is subject to that website's own rules and policies. Please read over those rules and policies before proceeding, although all of them should meet the standard of General Data Protection Regulations (GDPR).

How to Access and Correct Your Information

Upon request Black Hole Studio will provide you with information about whether we hold any of your personal information. You may access, delete inaccuracies, and correct your information at any time by contacting us and the organisation will change the necessary information. If you no longer remain a Black Hole Studio member, your identification, billing and contact information may remain in our records for some period of time due to various legal and/or functional reasons. We will respond to your request to access within 30 days.

We will retain your or your contacts' information (including geo-location data) for as long as your membership is active or as needed to provide you the services unless you elect to remove that information. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

INFORMATION RELATED TO DATA COLLECTED THROUGH THE SERVICES

Black Hole Studio may collect information under the direction of its customers, and has no direct relationship with the individuals whose personal information it processes. If you are a customer of one of our customers Black Hole Studio acknowledges that you have the right to access your personal information. If you are a customer of one of our customers and seek to access, correct, amend or delete inaccurate data, please contact the data controller that you

interact with directly. If requested to remove data we will respond within 30 days.

Black Hole Studio may transfer personal information to companies that help us provide our service. Transfers to subsequent third parties are covered by the service agreements with our customers. We will retain personal data we process on behalf of our customers for as long as needed to provide the services to our customers. We will retain this personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. If for whatever reason a third party has your details and is contacting or using this information without reason or your prior consent and you would no longer like to be contacted, please contact the third party that you interact with directly. You may also let us know!

YOUR CONSENT

By using the services you consent to our collection and use of your personal information as described in this Privacy Policy. If we decide to change this Privacy Policy, we will post the updated Privacy Policy to our website and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this Privacy Policy at any time. If we change how we use your or your contacts' personal information, we will notify you here, by email, or by means of a notice on our home page.

CONTACT US

If you have any questions about this Privacy Policy, please feel free to contact us at info@blackholestudio.ie, by phone 00353 (0)86 308 2645 or by post to:

Black Hole Studio
16 An Choirrsceach
Frenchpark
Co. Roscommon, H91 W0D0

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