

Privacy & Cookies

Who we are

Mother House Studios: Lewisham CIC. We are a Private company limited by guarantee (without share capital) registered in England and Wales under company number 16468017. Our registered office is at House On The Hill, 47 Slaithwaite Road, London, England, SE13 6DJ.

For details of how to contact us, please refer to the Contact Us page: <https://www.motherhousestudios.com/>

How we collect information

We will collect information from you if you: use our website; this will include your name, address, email address and telephone number.

We may ask you to provide additional information about your preferences on a voluntary basis; place an order for services on our website, this will include your name, address, contact details (including telephone number and email address) and your payment details; complete online forms (including callback requests), take part in surveys, write posts on any message boards, or participate in any other interactive areas that appear on our website or which we offer to you from time to time; provide your contact details to us when registering to use or accessing any service we provide (including any Apps we may offer); contact us offline for example by telephone, email or post; visit or browse our website, this will include information about your website visit or use of our services using cookies or similar technologies (as described in section 5 below). By entering your email address and submitting a form to subscribe to our newsletter on this website, you consent to receive our emails. You can unsubscribe at any time by clicking the unsubscribe link at the bottom of our newsletter.

What we use your information for

We will use your personal information to provide any information on services that you have requested. We may also contact you for feedback on your use of our services or our website. We may use your personal data for internal purposes such as auditing, data analysis, and research to improve our services, website, and members communications. We may also use your information to send important notices, such as communications about services updates and changes to our terms, conditions and policies. Because this information is important and sometimes critical, you may not opt out of receiving these communications.

Marketing

From time to time, we may use your information to contact you with details about our services which we feel may be of interest to you. We may wish to contact you for this purpose by telephone or email. You have the right at any time to stop us from contacting you for marketing purposes. If you wish not to be contacted by us, you can send us an email with your request to mhslewisham@gmail.com.

Sharing your information

We may share your information with third parties which supply services to us or which process information on our behalf (for example, payment providers and website hosts where relevant). These third parties may have incidental access to your information, but we will ensure that they keep your information secure and do not use it for their own purposes.

We may pass collective information about the use of our website or our services to third parties but this will not include information that can be used to identify you. We will disclose your information if we are required to by law. We may disclose your information to enforcement authorities if they ask us to, or to a third party in the context of actual or threatened legal proceedings, provided we can do so without breaching data protection laws.

Cookies and Traffic data

Cookies are small text files which are transferred from our website and stored on your computer's hard drive. They are widely used in order to help websites work, or work more efficiently, as well as to provide general usage information to the owners of the site. We're currently looking into making further improvements to our privacy policy and how cookies are managed on our website, so please check back here for updates.

There are different types of cookies

Session Cookies - We use session cookies on our websites and in some of our services to identify and track users and to remember what is in your shopping basket (where relevant).

Persistent Cookies - Persistent cookies enable our website service to "remember who you are" and to remember your preferences on our website. Persistent cookies will stay on your computer or device after you close your browser or leave your session in the product or service.

Web analytics and similar services - Our website uses web analytics services. Web analytics cookies allow us to recognise and count the number of visitors and see how they move around the website service. This helps us make our service to you better.

We also use cookies and similar software known as web beacons or pixels to count users who have visited our website after clicking through from one of our advertisements on another website or in emails and to collect details of any products purchased. These web beacons collect limited information which does not identify particular individuals. It is not possible to refuse the use of web beacons. However, because they are used in conjunction with cookies, you can effectively disable them by setting your browser to restrict or block cookies.

We keep a record of traffic data which is logged automatically by our server, such as your Internet Protocol (IP) address, the website that you visited before ours, the website you visit after leaving our site. We also collect some site, product and service statistics such as access rates, page hits and page views. We are not able to identify any individual from traffic data or site statistics.

How to disable cookies

Most web browsers allow some control to restrict or block cookies if you wish, however if you disable cookies you may find this affects your ability to use certain parts of our website, products or services. For more information about cookies and instructions on how to adjust your browser settings, see the Internet Advertising Bureau website <http://www.youronlinechoices.com/uk/>.

Data retention

Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

You have the following rights in relation to your Data:

- a. Right to access – the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is “manifestly unfounded or excessive.” Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- b. Right to correct – the right to have your Data rectified if it is inaccurate or incomplete.
- c. Right to erase – the right to request that we delete or remove your Data from our systems.
- d. Right to restrict our use of your Data – the right to “block” us from using your Data or limit the way in which we can use it.
- e. Right to data portability – the right to request that we move, copy or transfer your Data.
- f. Right to object – the right to object to our use of your Data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address:

mhslewisham@gmail.com.

If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner’s Office (ICO). The ICO’s contact details can be found on their website at <https://ico.org.uk/>.

It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

Mother House Studios: Lewisham CIC reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations.

You may contact Mother House Studios: Lewisham at mhsleisham@gmail.com

December 2025