

Make Medway CIC - Privacy Policy

Make Medway CIC (“we”, “our”, or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use our website, services, and communication tools.

1. Information We Collect

We may collect the following information:

- **Contact Information:** Name, phone number, email address, and mailing address.
- **Payment Information:** When you purchase services, we may collect payment details via a secure third-party provider.
- **Communication Data:** Any messages, emails, or text responses between you and our team.
- **Usage Data:** IP address, browser type, referring pages, and time spent on our site.

2. How We Use Your Information

We use the information we collect to:

- Provide, schedule, and manage our classes and programs.
- Send confirmations, reminders, and updates via email or SMS.
- Process payments and manage billing.
- Improve our website and user experience.
- Send marketing communications (only with your consent).

3. Sharing Your Information

We do **not** sell or rent your personal information. We may share your data with:

- Third-party service providers (e.g. payment processors, texting platforms) for business operations.

- Legal authorities, if required to comply with legal obligations.
- SMS Privacy Policy:

Make Medway will not sell or share your mobile opted in consent data with any third parties

4. Your Rights

You can:

- Access or correct your personal information.
- Opt out of marketing texts or emails at any time.
- Request deletion of your data by contacting us.

5. Security

We use reasonable technical and administrative measures to protect your personal data, but no system is 100% secure.

6. Updates to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted on this page with the new effective date.

Thanks to Forge Makerspace for help developing this policy.