

Privacy Policy

Last updated: 4 July 2026

Privacy Policy for Neweira Gallery

Neweira Gallery ("we", "us", "our") is committed to protecting your privacy and handling your personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection laws.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our gallery, use our website, contact us, book workshops or events, purchase artwork or services, or otherwise interact with us.

1. Who We Are

Neweira Gallery
21 Market Square
Westerham
Kent TN16 1AN
United Kingdom

Email: info@neweiragallery.com

Data Controller:

Neweira Ltd

2. Information We Collect

Depending on how you interact with us, we may collect:

Contact Information

- Name
- Email address
- Telephone number
- Postal address

Booking Information

When you book workshops, classes or events:

- Booking details
- Emergency contact details (where appropriate)
- Attendance records

Purchase Information

When purchasing artwork, gifts or services:

- Billing address
- Delivery address
- Purchase history
- Payment confirmation

We do **not** store your full payment card details. Payments are processed securely through our payment provider.

Website Information

When you use our website we may automatically collect:

- IP address
 - Browser type
 - Device information
 - Pages visited
 - Time spent on our website
 - Cookies and similar technologies
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3. How We Use Your Information

We use your information to:

- Respond to enquiries
 - Process purchases
 - Deliver artwork and products
 - Manage workshop and event bookings
 - Communicate important booking information
 - Improve our services
 - Maintain business records
 - Comply with legal obligations
 - Send marketing communications where you have consented or where permitted by law
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4. Lawful Bases for Processing

Under UK GDPR, we rely on one or more of the following lawful bases:

- Performance of a contract
 - Your consent
 - Compliance with legal obligations
 - Our legitimate interests, provided these do not override your rights and freedoms
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5. Marketing

If you subscribe to our communications or agree to receive updates, we may send information about:

- New exhibitions
- Workshops
- Events
- Artist announcements
- Gallery news

You can unsubscribe at any time by clicking the unsubscribe link in our emails or by contacting us directly.

We do not sell your personal information to third parties.

6. Sharing Your Information

We may share your information with trusted service providers where necessary, including:

- Payment processors
- Delivery and courier services
- Website hosting providers
- Email marketing providers

- IT support providers
- Professional advisers
- Government or regulatory authorities where legally required

These providers only process your information on our instructions and are required to keep it secure.

7. Data Security

We take appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, misuse or disclosure.

While no online service can be guaranteed completely secure, we work to ensure your information is handled responsibly.

8. Data Retention

We only keep your personal information for as long as necessary to:

- Provide our services
- Meet legal and accounting requirements
- Resolve disputes
- Enforce our agreements

When information is no longer required, it is securely deleted or anonymised.

9. Cookies

Our website may use cookies to:

- Ensure the website functions correctly
- Improve user experience
- Analyse website traffic
- Remember your preferences

You can manage or disable cookies through your browser settings.

If we use non-essential cookies (such as analytics or marketing cookies), these will only be used with your consent where required.

10. Your Rights

Under UK GDPR, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Object to processing
- Request transfer of your data (data portability)
- Withdraw consent where processing is based on consent

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

11. Children's Privacy

Some workshops may be intended for children. Any personal information collected in connection with children's activities will be handled carefully and, where appropriate, with the consent of a parent or guardian.

12. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for their privacy practices and encourage you to read their privacy policies.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect legal, technical or operational changes.

The latest version will always be available on our website.

14. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Neweira Gallery

21 Market Square

Westerham

Kent TN16 1AN

Email: info@neweiragallery.com

15. Complaints

If you are unhappy with how we have handled your personal information, please contact us first so we can try to resolve your concerns.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

www.ico.org.uk

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Accessibility Policy

Last updated: 4 July 2026

Accessibility Policy for Neweira Gallery

At Neweira Gallery, we are committed to making our gallery, services, events, and website as accessible and inclusive as possible. We believe that everyone should be able to enjoy and participate in the arts, regardless of age, disability, health condition, or access requirements.

This Accessibility Policy explains our commitment to accessibility and how we work to remove barriers for visitors, customers, artists, students, and members of the community.

Our Commitment

Neweira Gallery is committed to:

- Treating all visitors with dignity, respect, and fairness.
- Promoting equal access to art, exhibitions, workshops, and events.
- Identifying and reducing barriers to participation wherever reasonably possible.
- Meeting our obligations under the Equality Act 2010.
- Continuously improving accessibility in our physical and digital spaces.

Physical Accessibility

We aim to make our gallery welcoming and accessible to all visitors.

Where reasonably practicable, we will:

- Provide clear signage and information for visitors.
- Maintain safe and unobstructed access routes.
- Consider accessibility requirements when planning exhibitions, workshops, and events.
- Offer assistance to visitors who may require additional support.
- Welcome assistance dogs and other recognised service animals where permitted by law.

As our gallery is located within a historic town-centre setting, some physical limitations may exist. If you have specific access requirements, we encourage you to contact us before your visit so we can discuss how best to support you.

Workshops, Classes and Events

We strive to make our educational programmes accessible to a wide range of participants.

Where possible, we will:

- Consider reasonable adjustments for participants with disabilities or additional needs.
- Provide information about workshops and events in advance.
- Encourage participants to inform us of any access requirements when booking.
- Work with participants and carers to identify appropriate support arrangements.

Requests for adjustments will be considered on an individual basis and implemented where reasonable and practicable.

Website Accessibility

We are committed to making our website accessible to as many users as possible.

We aim to:

- Use clear and readable language.
- Maintain logical page structures and navigation.
- Support keyboard navigation where reasonably possible.
- Provide appropriate alternative text for images where applicable.
- Ensure sufficient colour contrast for readability.
- Design content to be compatible with commonly used browsers and assistive technologies.

We continually review and improve the accessibility of our website.

Alternative Formats and Communication

Upon request, we will make reasonable efforts to provide information in alternative formats where practicable.

We will also seek to communicate in ways that meet individual access needs whenever possible.

If you require assistance accessing information, please contact us and we will do our best to help.

Feedback and Continuous Improvement

We welcome feedback about accessibility and inclusion.

If you experience any difficulties accessing our gallery, services, events, or website, or if you have suggestions for improvement, please let us know.

Your feedback helps us identify barriers and improve accessibility for all visitors.

Contact Us

For accessibility enquiries, feedback, or requests for reasonable adjustments, please contact:

Neweira Gallery
21 Market Square
Westerham
Kent TN16 1AN
United Kingdom

Email: info@neweiragallery.com

We will make every reasonable effort to respond promptly and work with you to address any accessibility concerns.

Policy Review

This Accessibility Policy will be reviewed periodically and updated as necessary to reflect changes in legislation, guidance, and the services provided by Neweira Gallery.