Privacy Policy

Last updated 29 October 2026

Crafted Landscapes is a trading name of Crafted Living Ltd. Company No. 16383934. Registered office: Flat 3, 30 Cantelupe Road, Bexhill-on-Sea, East Sussex, TN40 1HL.

At Crafted Landscapes, we respect your privacy and take care when handling the information you share with us.

This policy explains what personal information we collect, why we collect it and how we use it when you visit our website, make an enquiry, arrange a service directly with the studio, apply to work with us or subscribe to The Crafted Edit. Crafted by You guide purchases take place on our separate Shopify store.

Who We Are

Crafted Landscapes is a trading name of Crafted Living Ltd, company number 16383934, registered in England and Wales. Crafted Living Ltd is the data controller for the personal information described in this policy.

Registered office: Flat 3, 30 Cantelupe Road, Bexhill-on-Sea, East Sussex, TN40 1HL. This address is for statutory correspondence only and is not a public office or meeting location.

Privacy enquiries: jamie@craftedlandscapes.co.uk or 0800 096 6150.

Information We Collect

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

- Your name, email address, telephone number and postal address.
- Your project location and information about your garden, budget and requirements.
- Photographs, drawings and documents you choose to share.
- Appointment information and business records for services arranged directly with the studio. This website does not take consultation payments.
- Contractor and collaboration applications.
- Careers applications, including CVs and portfolios.
- Newsletter subscriptions and marketing preferences.
- Basic technical information needed to run and protect the website, such as the page you arrived on and the website that referred you.

We only ask for information that is relevant to the enquiry or service you are using.

How We Use Your Information

- To respond to enquiries and complimentary initial calls.
- To arrange and provide consultations.

- To prepare design proposals and construction quotations, and deliver agreed design and construction services.
- To arrange services directly with the studio and keep appropriate business and accounting records.
- To assess contractor partnership and collaboration applications.
- To consider careers applications for recruitment purposes.
- To send The Crafted Edit to people who have chosen to receive it.
- To keep the website secure and record the referring website or campaign associated with an enquiry. We do not currently run visitor analytics or advertising tools.

Newsletter subscriptions are kept separate from project enquiries. We do not add people who make enquiries, clients, contractors or job applicants to The Crafted Edit unless they choose to subscribe.

Our Legal Basis for Using Information

We rely on different lawful bases depending on the circumstances:

- Contract: where processing is necessary to provide a service you have requested, or to take steps at your request before entering into an agreement.
- Legal obligation: where we must keep certain records, for example for accounting and tax.
- Legitimate interests: where processing is necessary to manage genuine enquiries and applications, run our business and keep our website secure, and those interests are not overridden by your rights.
- Consent: for specific activities such as receiving The Crafted Edit or optional cookies. You may withdraw consent at any time.

Sharing Information

We share personal information only where necessary, with:

- Lovable and Lovable Cloud, which provide this website and its enquiry, application, file storage and private studio dashboard services.
- Klaviyo, which receives The Crafted Edit subscription requests and manages newsletter preferences on our behalf. A newsletter request is sent through Lovable's connection service.
- Google Fonts and the image hosting services used to display our photography, including Wix and Lovable's media hosting. Your browser connects to these services when it loads those resources.
- Shopify operates the separate Crafted by You store linked from this website. If you follow a product link and purchase a guide, your information is handled through that store under the policies shown there.
- Professional advisers and project specialists where needed to provide an agreed service or meet our legal obligations.
- Authorities where we are legally required to do so.

We do not sell personal information.

International Transfers

Our website uses external hosting, newsletter, font and image services. These services may involve processing outside the UK. Processing locations and the applicable arrangements must be assessed for each service; this policy does not confirm a particular country or transfer safeguard. Contact us if you would like information about a particular provider.

Data Retention

We keep personal information only for as long as it is needed for the purpose it was collected for. When deciding how long to keep it, we consider the nature of the information, whether a project or agreement went ahead, any legal or accounting requirements, and whether the information is needed to deal with questions or claims.

Specific retention periods and the corresponding deletion procedures are under review. We do not currently operate an automatic deletion schedule based on those proposed periods. You can request erasure of enquiry or application information; we will assess your request subject to applicable legal duties and other lawful reasons to retain information.

Unsubscribing stops newsletter marketing. Subscription and suppression records are managed in Klaviyo; unsubscribing is not the same as deleting all provider records.

Your Rights

Under UK data protection law, you have the right to:

- Access the personal information we hold about you.
- Ask us to correct inaccurate information.
- Ask us to erase your information.
- Ask us to restrict how we use your information.
- Object to our use of your information, including the absolute right to object to direct marketing.
- Request a copy of information you provided, in a portable format, where applicable.
- Withdraw consent at any time, where we rely on consent.

To exercise any of these rights, contact us using the details below. If you are unhappy with how we have handled your information, you can complain to the Information Commissioner's Office at https://ico.org.uk/.

Cookies

Information about cookies and similar technologies is set out in our Cookie Policy.

External Websites

Our website links to external websites, publications and services. Their privacy practices are governed by their own policies.

Changes to This Policy

We may update this policy to reflect changes to our website, services or legal obligations. The latest version will always be available on this page.

Contact

Email: jamie@craftedlandscapes.co.uk

Telephone: 0800 096 6150

Post: Crafted Living Ltd, Flat 3, 30 Cantelupe Road, Bexhill-on-Sea, East Sussex, TN40 1HL

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