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PRIVACY POLICY

The Home of Creative Minds

Last updated: Janaury 2026

INTRODUCTION

Welcome to The Creative Cove Limited ("The Creative Cove", "we", "our", or "us").

We are committed to protecting your privacy and safeguarding your personal information. This Privacy Policy explains how we collect, use, process, disclose and protect personal data when you visit our website, engage with our services, or communicate with us.

This Privacy Policy applies to:

- www.thecreativecove.net
- all related communications, services, and interactions with The Creative Cove

By using our website or services, you acknowledge and agree to the practices outlined within this Privacy Policy.

INFORMATION WE MAY COLLECT

Personal Information

We may collect personal information that you voluntarily provide to us, including:

- Full name
- Email address
- Phone number
- Company name
- Billing information
- Service-related information
- Any information submitted through contact forms, consultations, emails or communications with us

USAGE DATA

We may automatically collect certain technical and usage-related information when you interact with our website, including:

- IP address
- Browser type
- Device information
- Operating system
- Referral source
- Pages visited
- Time spent on pages
- Date and time of visits

This information helps us improve website performance, functionality and user experience.

COOKIES & TRACKING TECHNOLOGIES

We use cookies, analytics tools, pixels and similar technologies to improve website functionality, analyse traffic, and support marketing activities.

For further information regarding cookies and tracking technologies, please refer to our Cookie Policy.

HOW WE USE YOUR INFORMATION

We may use personal information for the following purposes:

- To provide and manage our services
- To communicate with clients and enquiries
- To respond to questions or requests
- To deliver proposals, agreements, invoices and project materials
- To improve website functionality and user experience
- To analyse website traffic and visitor behaviour
- To send newsletters or marketing communications where permitted
- To maintain website security and prevent fraud
- To comply with legal obligations and protect our legal rights

LEGAL BASIS FOR PROCESSING

Where required under applicable data protection laws, we process personal information under one or more of the following legal bases:

- Consent
- Performance of a contract
- Legitimate business interests
- Compliance with legal obligations
- Legitimate interests may include improving our services, communicating with clients, marketing our services, maintaining website security and operating our business efficiently.

HOW WE MAY SHARE YOUR INFORMATION

We may share information with trusted third-party providers who support our operations and services, including:

- Website hosting providers
- Analytics providers
- Payment processors
- CRM and email marketing platforms
- Advertising and marketing platforms
- Cloud storage providers
- Professional advisers or legal representatives

Examples may include:

- Google Analytics
- Meta Platforms
- Stripe
- Mailchimp
- Google Ads

where applicable.

All third-party providers are expected to process information securely and only for authorised business purposes.

We may also disclose information where required by law, regulation, legal process or to protect our legal rights and business interests.

INTERNATIONAL DATA TRANSFERS

Some third-party service providers may process personal information outside the United Kingdom or the European Economic Area.

Where international transfers occur, we take reasonable steps to ensure appropriate safeguards are implemented to protect personal information in accordance with applicable data protection laws.

DATA RETENTION

We retain personal information only for as long as reasonably necessary to:

- Fulfil the purposes outlined within this Privacy Policy
- Provide services and support
- Comply with legal, accounting or regulatory obligations
- Resolve disputes and enforce agreements

Retention periods may vary depending on the nature of the information and applicable legal requirements.

DATA SECURITY

We implement reasonable administrative, technical, and organisational security measures designed to protect personal information from unauthorised access, disclosure, misuse or loss.

However, no method of electronic transmission or storage can be guaranteed as completely secure and we cannot guarantee absolute security.

YOUR DATA PROTECTION RIGHTS

Depending on your location and applicable laws, you may have the following rights regarding your personal information:

- Right to access your personal data
- Right to correct inaccurate information
- Right to request deletion of personal data
- Right to restrict or object to processing
- Right to data portability
- Right to withdraw consent where processing relies on consent
- Right to request information regarding how your data is processed

To exercise any of these rights, please contact us using the details below.

MARKETING COMMUNICATIONS

Where permitted by applicable law, we may send marketing communications, newsletters, updates or promotional content.

You may unsubscribe or opt out of marketing communications at any time by:

- Clicking the unsubscribe link within emails
- Contacting us directly

We do not knowingly send unsolicited marketing communications in violation of applicable laws.

THIRD-PARTY LINKS

Our website may contain links to third-party websites, services or external platforms.

We are not responsible for the privacy practices, security or content of third-party websites and encourage users to review their respective privacy policies.

CHILDREN'S PRIVACY

Our website and services are not directed toward individuals under the age of 18.
We do not knowingly collect or process personal information relating to minors.

COMPLAINTS

If you believe your personal information has been processed unlawfully or in breach of applicable data protection laws, you have the right to lodge a complaint with the relevant supervisory authority.

For users located in the United Kingdom, complaints may be submitted to the Information Commissioner's Office (ICO):

https://ico.org.uk

POLICY UPDATES

We may update this Privacy Policy periodically to reflect changes in:

- Legal requirements
- Technologies
- Website functionality
- Business operations

Any updates will be published on this page with a revised "Last Updated" date.

CONTACT US

The Creative Cove Limited

23a Littleton House
Littleton Road
Ashford, Surrey
TW15 1UU
United Kingdom

Email: london@thecreativecove.net
Phone: +44 (0)7523 326 780