CLASSIC CROCKERY
EVENT HIRE + DESIGN

Privacy Policy & Cookie Policy

1. **Who we are**

Daniela Besso, trading as Classic Crockery Event Hire, NIF 305154770, 394 B Poço Largo São Bras de Alportel 8150-055, Portugal, is responsible for your personal data. Contact us about privacy at daniela@classiccrockery.com.

2. **What we collect and why**

What	Why	Legal basis
Name, email, phone, WhatsApp messages, and what you send through our enquiry form (event date, venue or area, guest numbers, type of event, the service you're interested in, your message and how you heard about us)	To answer your enquiry and plan your event	Steps before a contract, at your request
Event date, venue, guest numbers, design preferences	To quote for and deliver your booking	Contract
Billing details and invoices	Payments, accounting and tax	Contract; legal obligation
Website usage (Google Analytics)	To understand how the site is used	Your consent via the cookie banner
Ad measurement (Meta Pixel)	To measure and improve our Facebook and Instagram ads	Your consent via the cookie banner
Photos of our styling at your event	Our portfolio and social media	Our legitimate interest; you can object at any time

We don't sell your data, and we don't use it for automated decisions about you. Our enquiry form only asks for what we need to reply and quote; ticking its consent box confirms you have seen this policy.

3. Cookie Policy

What cookies are. Cookies are small text files a website saves in your browser. Some are needed for the site to work; others help us understand visits or measure our ads.

Your choice. When you first visit, our cookie banner lets you accept, deny or choose which types of cookies to allow. Only necessary cookies are used until you choose. You can change

your mind at any time with the “Manage consent” button at the bottom of every page.

4. **Cookies we use**

Type	Cookie	Provider	Purpose	Kept for
Necessary	cmplz_*	Classic Crockery (Complianz)	Remembers your cookie choices	1 year
Statistics	_ga, _ga_[ID]	Google Analytics	Counts visits and shows how the site is used, without identifying you	Up to 2 years
Marketing	_fbp	Meta (Facebook, Instagram)	Measures the results of our Facebook and Instagram ads	3 months

If you decline statistics cookies, Google Analytics may still receive basic, cookieless signals (such as a page being viewed) through Google Consent Mode. These contain no cookies or identifiers.

Third-party content. Links to Instagram or WhatsApp take you to those services, which set their own cookies under their own policies.

Blocking cookies in your browser. You can also block or delete cookies in your browser settings. Blocking necessary cookies may stop parts of the site working.

Updates. We review this list when we add new tools to the site. Last updated: 11/11/2026

5. **Who we share it with**

We only share what is necessary to deliver your event. Where we work with your venue, caterer or other suppliers, we share just the essentials: the name on the booking, event date and times, and delivery and collection addresses and access details. We never sell your data or share it for anyone else’s marketing.

A small number of service providers also handle data on our behalf so we can run the business: our website host (Bluehost), Google Analytics and Meta (only if you accept cookies), WhatsApp when you message us, Jotform (which runs our website enquiry form and stores the enquiries you send), and [our accountant] for invoices and tax. They may only use it to provide their service to us. Some of them, including Google, Meta and Jotform, may store data outside the EU, mainly in the United States. Where that happens, data is protected using the European Commission’s standard contractual clauses or an equivalent safeguard.

We may also share information if the law requires it.

6. **How long we keep it**

Enquiries that don’t become bookings, including those sent through our enquiry form: up to 12 months, after which we delete them from Jotform and our inbox.

Booking and invoice records: as long as Portuguese tax law requires, currently [10 years].

Analytics data: 14 months, Google Analytics’ default setting.

7. **Your rights**

You can ask to see, correct or delete your data, limit or object to how we use it, or receive a copy to take elsewhere. Where we rely on consent, you can withdraw it at any time. Email [email] and we will reply within one month.

If you’re unhappy with how we handle your data, you can complain to the Portuguese data protection authority, the Comissão Nacional de Proteção de Dados (CNPD), at cnpd.pt.

7. **Changes**

We may update this policy and will post the new version here. Last updated: 11/11/2026