

## Caroline Winyard Art – Commissioning Artwork

### Terms and Conditions

1. Contact me via Facebook Messenger or email [carolinewinyardart@gmail.com](mailto:carolinewinyardart@gmail.com) in the first instance to make an enquiry about what you would like me to create for you, so that we can discuss options. If you have a specific deadline please advise me of this so that I can check if I can produce it in time (I may have other commissions booked, and framing can take a little extra time).
2. If I am creating a pet portrait, you will need to provide **good quality** photographs of the animal (including a favourite pose for the portrait) so that I can ensure there is enough detail to recreate the subject. 'Good quality' means in good light with detail that I can reproduce in a painting, otherwise it may not look like your beloved animal – if the detail is not present, I cannot invent it. Following this I will provide a quote based on your specific requirements such as which medium you prefer (I may also provide a recommendation), what size, postage/delivery/collection options and any mounting/framing needs.
3. Once I have confirmed that I will be able to fulfil your order and that you are happy with the arrangements, you will need to pay a 50% deposit via bank transfer/faster payment or PayPal, which ever you prefer. This is non-refundable once I start work on the piece.
4. If I am posting the finished item to you, I will require your address details. I will also require your email address for the invoice and a phone number in case I have any queries during the process.
5. I will provide you with an estimated completion date, and will update you during the process. You will be able to see some progress photos to ensure you are happy with the piece.
6. Once I have completed the artwork, the remainder of your payment will be due. This is required before I hand over the art work.
7. I will confirm with you the delivery/collection arrangements and package the piece securely with any additional instructions should you have chosen to arrange for framing yourself (not advised for pastel work; I am happy to arrange for framing of any piece at additional cost).
8. If you are happy with your final piece of artwork, please leave a review on my Facebook Page and feel free to share a photo of the work displayed in its new home as it is always lovely to see. I enjoy sharing my commission pieces (once completed and received by the new owner) on my website, Facebook Page and artist groups, as well as using for promotional purposes. If you are NOT happy for me to do so, please confirm in writing. I will ask for your prior permission in any case.
9. I always aim for 100% customer satisfaction; however, if you have any issues, concerns or complaints, either during the creation of your piece or when you receive it, please direct them to me straight away so that I can rectify them.

### Privacy Policy

I will collect information about you when you contact me directly through Facebook or my website. This will include personal data you provide about yourself (e.g. your name, contact details, email address).

When you visit my Facebook Page or website, or interact with either of these channels I may also collect your name, username and any comments you may make.

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If you commission me to create art work for you, I will collect your name, postal address (if the piece is to be posted), email address and phone number.

I do NOT collect information on bank account details, only payment type/amounts and dates paid. You may also share your PayPal address if you request an invoice through this method.

#### Collection of information

- I keep a password-protected spreadsheet with my clients' contact details on for my reference only and I do not share this with any other party. Emails are stored in a password-protected mailbox which is accessed only by me via a personal password-protected laptop and app on a personal iPad
- The information I hold is based on you giving your consent – by contacting me via email or messenger, you are consenting to receiving communications relating to your commission only; by providing me with your postal address you are consenting to me posting your artwork to this address. I need to collect this information to enable me to process your enquiry, request and fulfil your order
- You may withdraw your consent to the collection of your data at any time, and you may contact me at any time to update/correct your information or ask for it to be withdrawn from my records. Otherwise I will delete your data within 24 months of your commission being finalised (once it is no longer required for tax return purposes)
- I will not share your details with any other third party, with the exception of HMRC if they should request copies of invoices/receipts, or other organisations where I am required to do so by law
- As per the GDPR regulations, I will advise you in the unlikely event of a breach of information security

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*Last reviewed and updated 21 August 2020*