

Cookie & Privacy Policy

Effective Date: May 31, 2025

1. WHO WE ARE

This website is operated by **Five Atelier**, a custom drapery and upholstery studio based in Florence, Italy. Our commitment is to protect your privacy and ensure your data is handled securely and transparently.

2. WHAT PERSONAL DATA WE COLLECT

We may collect and process the following personal data:

- Name and contact details (email, phone)
- Address (for consultations, estimates, deliveries)
- Communication records (emails, messages)
- Website usage data (via cookies and analytics)

We collect data when:

- You contact us via form or email
 - You book a consultation or showroom appointment
 - You browse our website
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3. HOW WE USE YOUR DATA

We use your data to:

- Respond to your inquiries or requests
- Provide quotes or carry out services
- Improve our website and services
- Send updates or marketing (only with your consent)

We **never sell or share** your data for third-party marketing.

4. COOKIES

Cookies are small files that help us improve your browsing experience. On this site, we may use:

- **Essential cookies** – for site functionality
- **Analytics cookies** – to understand how visitors use our site (e.g., Google Analytics)

By using our site, you consent to the use of cookies. You can disable cookies in your browser settings at any time.

5. LEGAL BASIS

We process your personal data based on:

- Your consent (e.g. newsletter opt-ins)
- Contractual necessity (e.g. service requests)
- Legitimate interest (e.g. customer service follow-up)

6. DATA STORAGE & SECURITY

Your data is stored securely and only for as long as necessary for the intended purpose or to comply with legal obligations. We take all reasonable steps to prevent unauthorized access.

7. YOUR RIGHTS

Under GDPR, you have the right to:

- Access your personal data
- Request correction or deletion
- Withdraw consent at any time
- Lodge a complaint with the Data Protection Authority (Garante Privacy)

To exercise your rights, please email: [Insert contact email]

8. CONTACT

For questions or requests regarding your privacy, please contact:

Five Atelier

Florence, Italy

Email: info@fiveatelier.it

Phone: +39 055 0602637