

SUZANNE BLACK PHOTOGRAPHY: CUSTOMER CARE POLICY

PRIVACY POLICY

Suzanne Black Photography takes the privacy of all its clients and potential clients seriously. The following policy details what we will and will not do with information connected to you, your wedding, event and/or photographs.

Suzanne Black Photography will:

- Store all client details in a safe and secure manner
- Only contact a potential client if they have previously enquired about Suzanne Black Photography's services, registered their email when visiting our client area or attended a wedding fair where details were registered

Suzanne Black Photography may:

- Contact all persons placing an enquiry about Suzanne Black Photography's services
- Contact all persons registered via their client area to inform them of a gallery expiry or any promotional offers
- Contact all clients before and after the photographing of their event
- Use the details of any wedding or other event photographed by Suzanne Black Photography (including details of names, locations and service provided) in our promotional material including both internet and traditional marketing formats, unless you, the client, specifically request otherwise at the time of booking
- Use photography of any wedding or other event we are employed to document to promote Suzanne Black Photography, unless you, the client, specifically request otherwise at the time of booking

Suzanne Black Photography will not:

- Distribute any information about their clients to third parties without their express permission
- Sell any client information to any third party

Contact us at studio@suzanneblackphotography.co.uk for any further information.

REFUND POLICY

If you are unhappy with the service provided, then it will be at the studio manager's discretion as to whether or not you will receive a refund.

COMPLAINTS PROCEDURE

Suzanne Black Photography endeavour to handle all enquiries and fulfil all orders speedily, effectively and accurately. Any Complaints should be first raised by the client with Suzanne Black Photograph in writing within 21 days of receipt of images and sent to: -

Suzanne Black Photography
The Studio
Braeside of Lindores
Newburgh Fife
KY14 6HU

Any Complaints will be acknowledged within five working days and we will deal with your complaint detailing the steps we intend to take to resolve matters.

In the unlikely event of any unresolved complaint the Client may request the Master Photographers Association to mediate but only on the basis that the decision shall be final and binding on both parties.