

OOAK GIFTS PRIVACY POLICY

This policy and its contents are written to comply with the requirements of the Data Protection Act 1998 and EU GDPR (General Data Protection Regulation) and concerns how Ooak Gifts manages your personal information in your interactions with its shop through The British Craft House website.

I, Sue Nam, am a sole trader so act as Data Controller. You can contact me by email at ooakgifts@suenam.com at any time to enquire about the data I hold about you.

It is important to me that your data is kept safe and is only used for the purposes for which it was supplied. I will never share your data with another individual or organisation or use it in any way not related to the purchase for which it was supplied.

The data collected by me through The British Craft House website includes the following:

- Customer's name
- Customer's postal address
- Customer's email
- Customer's username on TBCH
- Recipient's name (if applicable)
- Recipient's postal address (if applicable)

There are two reasons for obtaining and holding your data:

Firstly contractual obligations - so that I can fulfil an order placed in my shop on The British Craft House website. This includes responding to any queries by email, receiving information required for item personalisation, shipping an order, and dealing with any other processing, refunds, exchanges, returns etc.

Secondly legal obligations - this includes UK law relating to tax and, in the case of CE marked toys, keeping a register of sales in order to comply with the law regarding recalls.

Emails containing business data are stored on the server of my email provider and on my home computer which is password protected and only used by me. This is also maintained with the latest security updates.

You have a right to request a copy of all the personal data I hold about you at any time - please contact me using the email address given above. I may need to request proof of identity before releasing this information. You have a right to request that personal data held by me is deleted. I will comply with this provided such data is not required by law to be retained for any purpose.

Personal data is normally kept for up to 6 years in order to comply with legal and regulatory requirements, to resolve disputes and enforce agreements.

This privacy policy only relates to Ooak Gifts. It does not relate to the practices of third parties over whom I have no control notably The British Craft House and

Stripe (payment processing). These organisations have their own privacy policies which can be found at the following links:

The British Craft House <https://thebritishcrafthouse.co.uk/wp-content/uploads/2019/09/TBCH-Ltd-Privacy-Policy-3.pdf>

Stripe <https://stripe.com/gb/privacy>

policy updated 22/10/19