

PLEASE READ BELOW MY "THE BRITISH CRAFT HOUSE" SELLER PRIVACY POLICY. DIRECT ORDERS THROUGH FACEBOOK ARE COVERED BY FACEBOOK'S OWN PRIVACY POLICY AND GDPR COMPLIANCE THROUGH ANY DATA USED BY ME TO FULFILL ORDERS ARE TREATED THE SAME AS PER "THE BRITISH CRAFT HOUSE" REGULATIONS, AS STATED BELOW:

Facebook/Etsy/The British Craft House /Website Seller: Zoë Venables, Love and Stardust UK - Retford

My privacy Policy

This Privacy Policy describes how and when I collect, use, and share information when you purchase an item from me, contact me, or otherwise use my services through *The British Craft House* (or its related sites and services).

This Privacy Policy does not apply to the practices of third parties that I do not own or control, including Facebook, Twitter or any third party services you access through *The British Craft House* [TBCH]

1. Information I will collect

To fulfil your order, you must provide me with certain information (which you authorised *The British Craft House* to provide to me), such as your name, email address, postal address, payment information and the details of the product that you're ordering. You may also choose to provide me with additional personal information (for a custom order of a personalised pendant, for example)

2. Why I need your information and how I will use it

I rely on a number of legal bases to collect, use and share your information, including:

- As needed to provide my services, such as when I use your information to fulfil your order, to settle disputes or to provide customer services.
- When you have shared your affirmative consent, which you may revoke at any time, such as by signing up to any mailing list which I may choose to operate.
- If necessary to comply with a legal obligation or court order or in connection with a legal claim, such as retaining information about your purchases if required by tax law and
- As necessary for the purpose of my legitimate interests, if those legitimate interests are not overridden by your rights or interests, such as (1) providing and improving my services. I use your information to provide the services you requested and in my legitimate interest to improve my services and (2) Compliance with the TBCH Seller Policy and Terms of Use. I use your information as necessary to comply with my obligations under the TBCH Seller Policy and

Terms of Use.

3. Information Sharing and Disclosure

Information about my customers is important to my business. I share your personal information for very limited reasons and in limited circumstances as follows:

- *The British Craft House*: I share information with TBCH as necessary to provide you my services and comply with my obligations under both the TBCH Seller Policy and TBCH Terms of Use.
- Service providers: I engage certain trusted third parties (Free Agent, PayPal, Stripe, Facebook, Dropbox) to perform functions and provide services to my shop, such as delivery companies and accountancy services. I will share your personal information with these third parties but only to the extent necessary to perform these services. Those companies have their own Privacy Policies but are all GDPR Compliant.
- Business transfers: If I sell or merge my business, I may disclose your information as part of that transaction, only to the extent permitted by law.
- Compliance with laws: I may collect, use, retain and share your information if I have a good faith belief that it is reasonably necessary to: (a) respond to legal process or to government requests or (b) enforce any agreements, terms and policies or (c) prevent, investigate and address fraud and other illegal activity, security or technical issues or (d) protect the rights, property and safety of my customers or others.

4. Data Retention

I retain your personal information only for as long as necessary to provide you with my services and as described in my Privacy Policy. However, I may also be required to retain this information to comply with my legal and regulatory

obligations, to resolve disputes and to enforce my agreements. I generally keep your data for the following time period: seven (7) years. All data kept in electronic format by myself is kept within password protected files, further protected by additional passwords at Folder and Computer User Profile level too.

Transfer of Personal Information Outside the UK/EU

I may store and process your information through third-party hosting services in the US and other jurisdictions. As a result, I may transfer your personal information to a jurisdiction with different data protection and government surveillance laws than your jurisdiction.

Your rights

If you reside in certain territories, including the EU, you have a number of rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. I describe these rights below:

- **Access:** You may have the right to access and receive a copy of the personal information I hold about you by contacting me using the contact information below.
- **Change, restrict, delete:** You may also have rights to change, restrict my use of or delete your personal information. Absent exceptional circumstances (like where I am required to store data for legal reasons) I will generally delete your personal information upon request.
- **Object:** You can object to (i) my processing of some of your information based on my legitimate interests and (ii) receiving marketing messages from me after providing your express consent to receive them. In such cases, I will delete your personal information unless I have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.
- **Complain:** If you reside in the EU and wish to raise a concern about my use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local data protection authority.

How to contact me

For purposes of EU data protection law, I, Zoë Venables, trading as Love and Stardust UK, am the data controller of your personal information.

If you have any questions or concerns, you may contact me at loveandstardust@mail.com

Alternately, you may mail me at: Bridge House, Gamston, Retford, Nottinghamshire DN22 0QD