

Privacy Notice

This is the privacy notice of JacAmanda Art. ('we', 'our' or 'us').

Our registered office is at 9 Ladymantle Close, Chellaston, Derby, DE73 5PY.

Introduction

This notice describes how we collect, store, transfer and use personal data. It tells you about your privacy rights and how the law protects you.

In the context of the law and this notice, 'personal data' is information that clearly identifies you as an individual or which could be used to identify you if combined with other information. Acting in any way on personal data is referred to as 'processing'.

This notice applies to personal data collected through our website and through social media platforms and online retail platforms, including Facebook.

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

Personal data we process

1. How we obtain personal data

The information we process about you includes information:

- you have directly provided to us for the purpose of purchasing products from JacAmanda Art

2. Types of personal data we collect directly

When you use our website, our services or buy from us, we ask you to provide personal data. This can be categorised into the following groups:

- personal identifiers, such as your first and last names, your title and your date of birth

- contact information, such as your email address, your telephone number and your postal addresses for billing, delivery and communication
- account information, including your username and password
- records of communication between us including messages sent through our website, email messages and telephone conversations

3. Types of personal data we collect from your use of our services

By using our website and our services, we process:

- your username and password and other information used to access our website and our services
- information you contribute to our community, including reviews
- technical information about the hardware and the software you use to access our website and use our services, including your Internet Protocol (IP) address, your browser type and version and your device's operating system
- usage information, including the frequency you use our services, the pages of our website that you visit, whether you receive messages from us and whether you reply to those messages
- transaction information that includes the details of the products services you have bought from us and payments made to us for those services
- your preferences to receive marketing from us; how you wish to communicate with us; and responses and actions in relation to your use of our services.

4. Our use of aggregated information

We may aggregate anonymous information such as statistical or demographic data for any purpose. Anonymous information is that which does not identify you as an individual. Aggregated information may be derived from your

personal data but is not considered as such in law because it does not reveal your identity.

For example, we may aggregate usage information to assess whether a feature of our website is useful.

However, if we combine or connect aggregated information with your personal data so that it can identify you in any way, we treat the combined information as personal data, and it will be used in accordance with this privacy notice

5. If you do not provide personal data we need

Where we need to collect personal data in order for you to purchase goods from our site, and you fail to provide that data when requested, we may not be able to perform that service.

In that case, we may have to stop providing a service to you. If so, we will notify you of this at the time.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal data, and to notify you of the basis for each category.

If a basis on which we process your personal data is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

6. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website, ask us to provide you more information about our business or buy our products, you provide your consent to us to process information that may be personal data.

In order to carry out our obligations and sell products to you, we must process the information you give us. We may also process your data for the purpose of:

- Record-keeping, for the proper and necessary administration of JacAmanda Art
- Responding to unsolicited communication from you, to which we believe you would expect a response
- Improving our services

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us via email at: info@jacamandaart.co.uk. However, if you do so, you may not be able to use our website or our services further.

How and when we process your personal data

7. Your personal data is not shared

We do not share or disclose to a third party, any information collected through our website, other than in accordance with UK tax law.

8. Information you provide

Our website allows you to post information with a view to that information being read, copied, downloaded, or used by other people.

For example, when you leave a review or post a message on our website, we reasonably assume that you consent for the message to be seen by others. We may include your username with your message, and your message may contain information that is personal data.

Other examples (if interacting with Facebook business page) may include:

- tagging an image
- clicking on an icon next to another visitor's message to convey your agreement, disagreement or thanks

In posting personal data, it is up to you to satisfy yourself about the privacy level of every person who might use it.

We do not specifically use this information except to allow it to be displayed or shared.

We do store it, and we reserve a right to use it in the future in any way we decide.

Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion we may agree to your request to delete personal data that you have posted. You can make a request by contacting us at ifo@jacamandaart.co.uk.

9. Payment information

Payment information is never taken by us, process by us, stored by us or transferred to us either through our website or otherwise.

This site uses WooCommerce payment gateway, which allows businesses to accept payments from customers via credit cards, debit cards or other payment methods.

WooCommerce payment gateway works by connecting to the customer's bank or credit card company, authorising payment and relaying payment information to a third-part payment processor (Stripe). You may view Stripe's privacy policy here: <https://stripe.com/en-gb/privacy>. Information collected by Stripe will include:

- Name
- Email
- Address
- Phone number
- City
- Unique payment identifier
- Payment provider identifier

The customer's payment details are never stored on our website, as WooCommerce gateway payment plugins are designed to ensure credit card data never enters or passes through our website.

10. Service providers and business partners

We may share your personal data with businesses that provide services to us, or with business partners.

As examples:

- we may pass your payment information to our payment service provider (Stripe) to take payments from you
- we may pass relevant information to our payment gateway provider (WooCommerce) in order to facilitate payments

By default, WooCommerce retains:

- What products a customer ordered and when
- Name, e-mail address, and phone number provided by the customer
- Billing (and optionally: shipping) address entered by the customer
- A note about payment method used by the customer

You may view WooCommerce FAQ's regarding site and security data here:

<https://woocommerce.com/document/woocommerce-security-faq/>

Use of information we collect through automated systems

11. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit a website that uses them. They allow information gathered on one web page to be stored until it is needed for use at a later date.

They are commonly used to provide you with a personalised experience while you browse a website, for example, allowing your preferences to be remembered.

They can also provide core functionality such as security, network management, and accessibility; record how you interact with the website so that the owner can understand how to improve the experience of other visitors; and serve you advertisements that are relevant to your browsing history.

Some cookies may last for a defined period of time, such as one visit (known as a session), one day or until you close your browser. Others last indefinitely until you delete them.

The law requires you to give explicit consent for use of any cookies that are not strictly necessary for the operation of a website.

Your web browser should allow you to delete any cookie you choose. It should also allow you to prevent or limit their use. Your web browser may support a plug-in or add-on that helps you manage which cookies you wish to allow to operate.

If you choose not to use cookies or you prevent their use through your browser settings, you may not be able to use all the functionality of our website.

12. Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

Other matters

13. Your rights

The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data.

We do this now, by requesting that you read the information provided at <http://www.knowyourprivacyrights.org>

14. Use of our services by children

We collect data about all users of and visitors to these areas regardless of age, and we anticipate that some of those users and visitors may be under 18.

If you are under 18, you may use our website only with consent from a parent or guardian.

15. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

16. Control over your own information

JacAmanda Artl only collects personal information in order to fulfil orders. This data includes:

- Name
- Postal/delivery address
- E-mail
- Telephone number

At any time, you may contact us via email at: info@jacamandaart.co.uk to request that we provide you with/remove your personal data from our records.

When we receive any request to access, edit or delete personal data we first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

17. Communicating with us

When you contact us, whether by telephone, through our website or by email, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We may keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

18. Complaining

If you are not happy with our privacy policy, or if you have any complaint regarding our products or service, then you should tell us.

When we receive a complaint, we record the information you have given to us on the basis of consent. We use that information to resolve your complaint/issue a refund where appropriate.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

If you are in any way dissatisfied about how we process your personal data, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at <https://ico.org.uk/make-a-complaint/>. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO.

19. Retention period

Except as otherwise mentioned in this privacy notice, we keep your personal data only for as long as required by us:

- to provide you with the services you have requested

- to comply with other law, including for the period demanded by our tax authorities
- to support a claim or defence in court

20. Compliance with the law

Our privacy policy complies with the law in the United Kingdom, specifically with the Data Protection Act 2018 (the 'Act') accordingly incorporating the EU General Data Protection Regulation ('GDPR') and the Privacy and Electronic Communications Regulations ('PECR').

21. Review of this privacy policy

We shall update this privacy notice from time to time as necessary.