

# Privacy Policy

I know that privacy and security is a major concern so I have set out the procedures I use for safeguarding your personal data. Please read this Privacy Policy carefully and check it occasionally as it could change from time to time.

## Squiggly Sue Designs Privacy Promise

I only collect, store and use your personal information for the purpose of processing your order. I only share your personal data in accordance with the EU General Data Protection Regulation (GDPR) Act 2018 and other appropriate laws. You may contact me at any time with any privacy queries or concerns and to see the personal data you have given me and request modification.

## Consent

When you supply personal information to me via a Contact Form on my website, an Order Form in person, via email or Etsy or any other means you are providing specific consent to me collecting and using this information about you in accordance with this Privacy Policy.

## Your Information

The personal data I collect includes your name, e-mail address, postal address, delivery address, contact telephone numbers and the details of your order requirements.

I do not ask for, hold or directly process any of your payment information. I use a 3<sup>rd</sup> party to do this. Either iZettle or Etsy process your payments (if not paying in cash). You may view their privacy policies here;

Etsy - <https://www.etsy.com/uk/legal/privacy/?ref=fr>

iZettle - <https://www.izettle.com/gb/privacy-policy>

## How I use your personal data

I use your personal information to;

- Process your order correctly.
- Develop and expand my business, including examination of customers' shopping behaviours, measurement of advertisements and product style preferences of my customers.
- I only share your personal data in accordance with the GDPR Act 2018 and other appropriate laws e.g. UK Tax Law

## How long do I keep your personal data

I keep your personal information for five years in accordance with UK business tax law.

I keep a record of any orders you make so I can deal with any repeat orders, enquiries or problems you may have in the future, and so I can ensure that any information that I send to you is appropriate.

I keep a record of any e-mail communication you send so I can track any problems or concerns you've had.

If you would like to review the data you have provided to me because you feel that what I presently have on record is incorrect, and/or you would like your data erased from my records, you can so do by contacting me using the details below.

## How I protect data

The Internet is not a 100% secure platform and I cannot guarantee the security of any data you send to me (or I send to you) via the Internet. I am not responsible for any damages which you, or others, may suffer as a result of the loss of confidentiality of such information. I take every reasonable precaution to ensure the security of my systems and safeguard your personal data including:

- Regularly updating all software
- Password protected IT that is regularly changed
- Virus and Firewall software installed and regularly updated
- Virus scans regularly performed
- IT equipment regularly maintained and replaced as required
- All paperwork holding personal information filed and locked away when not in use.

I do not store or process your card details, they are processed by iZettle. I chose iZettle as they meet the highest security requirements with transaction protection, payment data encryption and tamper proof design.

## How you can help me protect your data

Please bear in mind that whenever you willingly divulge personal data online in non-protected situations - for example on social media, message forums, through email, or in chat spaces - that data can be collected and used by others. If you post personal data online that is accessible to the public, you may receive unsolicited communications from other parties in return. Also remember to close your browser window when you have finished using the computer. This is to ensure that others cannot access your personal data and communications. If you share a computer with someone else or are using a computer in a public place like a library or Internet café. I cannot confirm or warrant the security of any data you communicate to me, and you do so at your own risk.

## Further information

If you have questions about your personal data or my privacy policy, please contact me at [sue@squigglysuedesigns.co.uk](mailto:sue@squigglysuedesigns.co.uk) or 07933017512.

To see all the information I have about you, to ask me to remove it and/or to correct any inaccuracies, please write to me at: Squiggly Sue Designs, 75 Vicarage Road, Mickleover, Derby DE3 0ED.

## Changes to privacy policy

I reserve the right to amend my privacy policy, whilst keeping it within all appropriate legislation and guidelines. I will do all I can to ensure that these pages show the most up to date information at all times, and may notify you of such changes by uploading the revised privacy policy on the Squiggly Sue Designs website.

# Cookie policy

By visiting this website with your browser settings adjusted to allow cookies, you are consenting to Squiggly Sue Designs using cookies for the purposes described below in order to provide you with a fully efficient shopping experience.

My cookie policy:

Please note: to make full use of the Squiggly Sue Designs website and to benefit from a selection of personalised features, your computer, tablet or mobile phone will need to be set up to accept cookies.

- Squiggly Sue Designs may use cookies to deliver the best user experience possible, to do things such as remember your preferences or enable you to store products in your basket. The cookies I use don't store sensitive data such as your name, address or payment details and they can't harm your computer.
- The data I may collect through these cookies is solely for the purpose of improving my website and your browsing experience – it is never used to identify you and I would never share or sell on this data.

## What is a cookie?

A cookie is a small text file which is downloaded and stored on your computer or mobile device by websites that you visit.

Your browser accesses the cookie file only when you visit the website that produced it. This helps to ease your navigation by automatically logging you in and remembering things like your preferences and what's in your shopping basket.

The information stored within any given cookie can only be accessed by the website that created it and cookies are limited to communicating only the information that you have disclosed to the site.

## Types of cookie:

### Session (or Transient) Cookies

Session cookies are stored in your computer's memory for the length of your browsing session. They become inaccessible after the session has been inactive for a time and are automatically deleted from your computer when the browser is closed. They allow you to move from page to page without having to log-in repeatedly.

### Persistent Cookies

Persistent cookies are stored in your computer memory and are not deleted when the browser is closed. They are used to keep your preferences for the website, so they will be remembered for next time you visit the website. They are also used to collect information about the numbers of visitors, the average time spent on a particular page and analyse shopping behaviour on the website. This information is used to find out how well the website works and where it can be improved.

### Flash Cookies (or Locally Shared Objects)

You probably have Adobe Flash installed on your computer. Websites that contain Flash can also store small files on your computer that are used in the same way as cookies.

Flash cookies can also back up the data that is stored in other cookies. When you delete cookies, your Flash cookies are not affected. So a website may still recognise you if it backed up the deleted cookie information on a Flash cookie.

## Sharing with social networks

If you use the badges that allow you to share products and content with your friends via social networks like Twitter and Facebook, these companies may set a cookie on your computer memory.

Find out more about these here:

<https://www.facebook.com/about/privacy/>

<http://twitter.com/privacy>

<http://www.google.com/intl/en-GB/policies/privacy/>

Cookie Policy updated April 2018