



PRIVACY POLICY

This policy outlines how your personal information is collected, used, and shared when you visit or make a purchase from stagandmoss.co.uk (the "Site").

WHAT PERSONAL INFORMATION WE COLLECT FROM YOU

When you visit the Site, we collect information from your computer or device. This includes:

- Information about your web browser and IP address
- The web pages or items that you view
- Your name and email address when you register with us
- Your billing and/or shipping address, payment details and any other information you provide at the time of placing an order
- Communication between us via email

Please note, any other data collection is detailed at the time it is collected.

HOW WE COLLECT YOUR INFORMATION

Your personal information is collected in the following ways:

- the data you enter when you contact us through our Site or by email
- your browsing behaviour

HOW WE USE YOUR PERSONAL INFORMATION

When you make a purchase online, we collect this information to fulfil any orders placed through the Site. We also use this information to provide customer service support, communicate any order updates and perform any credit checks.

We may also use your behaviour to monitor how you browse and interact with our Site using analytics.

SHARING YOUR PERSONAL INFORMATION

We share your personal data with 'Stripe' as part of the online order process:

We also share your personal data when required to comply with applicable laws and regulations.

YOUR RIGHTS

You have the following rights over your personal data.

-The right to request a copy of your personal information in a readable format. This right also includes correcting any inaccuracies we hold about you

-The right to object to how we process your data on the basis of our legitimate interest

-The right to request the deletion of your data. Please be aware that the following data cannot be deleted:

- Your name and email as we must store your request for erasure
- Order data as this is required for reporting and tax purposes
- Any communication you have had with us

-The right to data portability to transfer your data to another entity

-The right to automated decision making. This includes profiling to make recommendations you may like

To exercise your rights, please email stagandmoss@gmail.com

DATA RETENTION

Your data will be kept for a reasonable amount of time. This may vary depending on its use. When this time passes, your data will be permanently deleted or anonymised.

CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. This Policy was last updated on 10.09.23. If any significant changes are made, we will notify you.

HOW TO CONTACT US

If you would like to make a complaint, please email stagandmoss@gmail.com