

# **The Masking Shop owned by Hadleigh Enterprises Limited**

## **Privacy Notice**

This is the privacy notice of Hadleigh Enterprises Limited who own this [website](http://www.themaskingshop.co.uk/) <http://www.themaskingshop.co.uk/>. Company number 01035812. In this document, "we", "our", or "us" refer to Hadleigh Enterprises Limited, registered in England & Wales. Our registered office is 11 Buckingham Square, Hurricane Way, Wickford, Essex, SS11 8YQ.

### **Introduction**

1. This is a notice sets out the conditions under which we may process any information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.
3. We take the protection of your privacy and confidentiality seriously and understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org)
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

### **The bases on which we process information about you**

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

If a basis on which we process your personal information 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.

## **1. Information we process because we have a contractual obligation with you**

When you create an account on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- 1.1. verify your identity for security purposes
- 1.2. sell products to you
- 1.3. provide you with our services
- 1.4. provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

## **2. 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 or ask us to provide you more information about our business, including job opportunities and our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

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 [sales@themaskingshop.co.uk](mailto:sales@themaskingshop.co.uk). However, if you do so, you may not be able to use our website or our services further.

## **3. Information we process for the purposes of legitimate interests**

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so. Where we process your information on this basis, we do after having considered:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where we believe we have a duty to do so

#### **4. Information we process because we have a legal obligation**

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

### **Specific uses of information you provide to us**

#### **5. Complaints regarding content on our website**

We attempt to moderate user generated content, but we are not always able to do so as soon as that content is published.

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

Free speech is a fundamental right, so we have to make a judgment as to whose right will be obstructed: yours, or that of the person who posted the content that offends you.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

## **6. Information relating to your method of payment**

We store information about your debit or credit card or other means of payment when you first provide it to us.

We store this payment information [at your request] in order to make repeat purchasing of goods and services easier next time you visit our website.

We also store it to help us prevent fraud.

We take the following measures to protect your payment information:

- 6.1. We keep your payment information encrypted on our servers.
- 6.2. We do not keep all your payment information so as:
  - 6.2.1 to prevent the possibility of our duplicating a transaction without a new instruction from you;
  - 6.2.2 to prevent any other third party from carrying out a transaction without your consent
- 6.3. Access to your payment information is restricted to authorised staff only.
- 6.4. If we ask you questions about your payment information, we only show partial detail OR the first four OR the last four digits of the debit or credit card number, so that you can identify the means of payment to which we refer.

## **7. Information about your direct debit**

When you agree to set up a direct debit arrangement, the information you give to us is passed to our own bank for processing according to our instructions. We do not keep a copy.

We keep this information only for the duration of the direct debit arrangement.

We are registered under the direct debit guarantee scheme. This provides for the customer's bank to refund disputed payments without question, pending further investigation. Direct debits can only be set up for payments to beneficiaries that are approved originators of direct debits. In order to be approved, these beneficiaries are subjected to careful vetting procedures. Once approved, they are required to give indemnity guarantees through their banks.

## **8. Sending a message to our support team**

When you contact us, whether by telephone, through our website or by e-mail, 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 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.

## **9. Complaining**

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

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.

## **10. Affiliate and business partner information**

This is information given to us by you in your capacity as an affiliate of us or as a business partner.

It allows us to recognise visitors that you have referred to us, and to credit to you commission due for such referrals. It also includes information that allows us to transfer commission to you.

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship.

We expect any affiliate or partner to agree to reciprocate this policy.

## **Use of information we collect through automated systems when you visit our website**

### **11. Cookies**

We may use cookies and similar tracking technologies to track the activity on our website and hold certain information. Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may lose functionality of some aspects of our website.

We use cookies in the following ways:

- 11.1. to track how you use our website
- 11.2. to record whether you have seen specific messages we display on our website
- 11.3. to keep you signed in our site
- 11.4. to record your answers to surveys and questionnaires on our site while you complete them
- 11.5. to record the conversation thread during a live chat with our support team

We provide more information about the cookies we use in our cookie policy

## Disclosure and sharing of your information

### 12. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

No such information is personally identifiable to you.

### 13. Credit reference

To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

## Access to your own information

### 14. Access to your personal information

- 14.1. At any time, you may review or update personally identifiable information that we hold about you, by signing in to your account on our website.
- 14.2. To obtain a copy of any information that is not provided on our website you may send us a request at contacting via [sales@themaskingshop.co.uk](mailto:sales@themaskingshop.co.uk)
- 14.3. After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.



## 15. Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at via email [sales@themaskingshop.co.uk](mailto:sales@themaskingshop.co.uk). This may limit the service we can provide to you.

## 16. Verification of your information

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

## Other matters

### 17. Use of site by children

- 17.1. We do not sell products or provide services for purchase by children, nor do we market to children.
- 17.2. If you are under 18, you may use our website only with consent from a parent or guardian

### 18. How you can complain

- 18.1. If you are not happy with our privacy policy or if have any complaint, then you should tell us by email. Our address is [sales@themaskingshop.co.uk](mailto:sales@themaskingshop.co.uk)
- 18.2. 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.
- 18.3. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

## **19. Retention period for personal data**

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

- 19.1. to provide you with the services you have requested;
- 19.2. to comply with other law, including for the period demanded by our tax authorities;
- 19.3. to support a claim or defence in court.

## **20. Compliance with the law**

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

## **21. Review of this privacy policy**

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us via email [sales@themaskingshop.co.uk](mailto:sales@themaskingshop.co.uk)