

Andy's Wooden Wonders – Data Privacy Statement



Data is at the heart of everything we do. It's what allows us to gain the information needed to make that bespoke piece of wood-work for your home, for that reason, we take protecting your data very seriously. *Andy's Wooden Wonders™* will always hold and use your data securely, responsibly and transparently.

Privacy Policy

Introduction

At *Andy's Wooden Wonders™* we are committed to building bespoke wooden pieces, and that begins with protecting the privacy of everyone in our community. This means that we'll protect the personal information of all visitors who access our websites or services through any mobile application, platform or device (collectively, the "Services").

This privacy policy ("Privacy Policy") explains how *Andy's Wooden Wonders™* will collect, share, and use your personal information. You'll also find information about how you can exercise your privacy rights. By using our Services, you agree to *Andy's Wooden Wonders™* using your personal information as described in this Privacy Policy.

Summary

We've summarised the key points of our Privacy Policy below.

Information we collect from you and why

Here are the broad categories of personal information that we may collect about you and the reasons why:

1. Information that you provide voluntarily:
 - Contact you for your views on our services; and notify you of changes or updates to our products.

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Transaction Information when you place an order with *Andy's Wooden WondersTM* in order to:

- Process your order and to bill you, *Andy's Wooden WondersTM never stores your credit card information in our systems*)
- Send you status updates on your order;
- Reply to your order queries and questions and to resolve problems;
- Carry out analysis and research to develop and improve our products/services

Information regarding your marketing preferences so we can:

- Send you customised marketing about our products or services.
- Feedback on your views of our Services in order to:
 - Reply to your questions or queries
 - Publish reviews you submit to us about our products/services
 - Conduct analysis and research to improve and develop our products/services

2. Information that we collect automatically

Activity Information so we can:

- Provide you with an improved experience;
- Give you access to your order history and preferences; and provide other services at your request.
- Measure and analyse the use and effectiveness of our products/services
- Analytics reports and market research surveys in order to:
- Measure the performance of marketing campaigns for our services; and
- Better understand your preferences so that we can customise our marketing campaigns and services accordingly.

We process information that you provide voluntarily, information that we collect automatically in order to constantly improve our Products/services.

2. Who we share personal information with?

- We will never sell, distribute or otherwise share your personal information unless we have your express permission.
- New owners or re-organised entities in the event of a business restructuring, sale, purchase or joint venture which effects our business.

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3. Legal basis for processing personal information

- *Andy's Wooden Wonders™* will always make sure we have a legal basis to collect and use your personal information. The legal basis we rely on will change depending on the type of information and the context in which we collect it.
- Our main reason for collecting and using your personal information is to perform our contract with you but we may also process it where it is in our legitimate business interests to do so.

4. Security

Andy's Wooden Wonders™ places great importance on protecting your information from and against unauthorised access and against unlawful processing, accidental loss, destruction and damage. We implement appropriate technical and organisational measures to safeguard such information.

5. Data retention

Andy's Wooden Wonders™ will retain your personal information for no longer than is necessary to fulfil the purposes described in this Privacy Policy. We may also retain certain elements of your personal information for a period for our legitimate operations such as record keeping and to comply with our legal obligations. Whenever we retain your information we will do so in compliance with applicable laws.

6. Your Data Protection Rights

You can access your account at any time to review and update your personal information. You can also contact us to ask us to delete your personal information, restrict its processing or request that it be ported to a third party. You also have the right to unsubscribe from the marketing communications we send you by using the unsubscribe functionality in any marketing communication you receive from us or by amending your profile accordingly.

7. Links to third-party sites

Our websites may, from time to time, contain links to and from third-party websites. If you follow these links, please be aware that *Andy's Wooden Wonders™* is not responsible or liable for these third-party websites which will have their own privacy policies.

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8. Updates to this Privacy Policy

We may update this Privacy Policy from time to time in response to changing legal, technical or business developments. We encourage you to periodically review this page for the latest information on our privacy practices.

9. How to contact us

If you have any questions or concerns about this Privacy Policy, please contact us. andy@andyswoodenwonders.uk

More information

1. Information we collect from you and why

The personal information that we may collect about you broadly falls into the following categories:

- Information that you provide voluntarily

Certain parts of our Services may ask you to provide personal information voluntarily.

For instance:

- We collect information about you including your name, address, telephone number, email address.
- **Transaction information:** We collect information relating to your orders, including payment information (e.g. your credit card number) using the secure services of our payment processors. Payment operations are outsourced to our payment processors and we do not store your credit card information in our systems. We also collect delivery details (e.g. your physical address) to fulfil each order.
- **Information regarding your marketing preferences:** We collect information about your preferences to receive marketing information any time you subscribe or unsubscribe.
- **Feedback:** When you post messages and reviews of the Products/Services or you contact us, for example with a question, problem or comment, we collect information about you including your name and the content of your query. If you contact our customer support teams we will record and keep a record of your

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conversation for quality and training purposes and to aid in the resolution of your queries.

Information that we collect automatically

When you access our Services, we may collect certain information automatically from your device. In some countries, including countries in Europe, this information may be considered personal information under applicable data protection laws.

Our use of collected information

Examples of how we may use this information include:

1. Information that you provide voluntarily

- *Andy's Wooden WondersTM* may contact you by email, phone or SMS to give you status updates or other information or to resolve any problems with your order.
- Where you pay for your Order with a mobile payment or digital wallet service provider (such as Applepay or Pay with Google) we will send you transaction information via confirmation emails or SMS to the email address or phone number registered with that service provider (since this is required by those providers).
- The courier company we use to deliver your order(s) may use your information to provide you with status updates on the delivery of your order.
- We will also analyse information on completed transactions and successfully delivered Orders on the basis of data matching or statistical analysis so that we can administer, support, improve and develop our business and Services. Our analyses also help us detect and prevent fraud or other illegal activities or acts prohibited by our Terms or any policies applicable to the Services.

2. Information regarding your marketing preferences

- *Andy's Wooden WondersTM* may market to you, where permitted by law, by post, email, telephone, mobile (i.e. SMS, in-app messaging and push notification) about our products or services.
- If you don't want us to use your data in this way or generally change your mind about receiving any form of marketing communications, you can unsubscribe at any time using the unsubscribe functionality in the communication you receive or by amending your profile accordingly. You may also be able to opt-out of push notifications at a device level (e.g. by way of your iOS settings). If you choose to unsubscribe from our marketing, we will keep a record of your preferences so that we don't bother you with unwanted marketing in future.

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3. Feedback and reviews

If you give us feedback, we will use it to reply to your questions or queries, to provide customer support and resolve any problems with your orders or with the Services. We will publish reviews that you send to us about the Products/Services on our platform and our Services in general and we also analyse your feedback to improve and develop our services and in order to enhance your experience.

4. Who we share personal information with

In delivering the Services to you, depending on the circumstances, we may share your personal information with the following entities:

- If any part of our business enters into a joint venture, purchases another business or is sold to or merged with another business entity, your information may be disclosed or transferred to the target company, or new business partners or owners or their agents and advisors. In these circumstances we will always inform the relevant entities that they must only use your personal information for the purposes disclosed in this Privacy Policy.
- Any law enforcement or regulatory body, government agency, court or other third party where we believe disclosure is necessary:
 - (i) as a matter of applicable law or regulation,
 - (ii) to exercise, establish or defend our legal rights, or
 - (iii) to protect your vital interests or those of any other person.
- Any other person provided that you have given your consent to the disclosure. We will not sell, distribute or lease your personal information unless we have your permission or are required by law to do so.

5. Legal basis for processing personal information

- Our legal basis for collecting and using your personal information as described above will depend on the specific context in which we collect it.
- Our main reason for collecting and using your personal information is to perform our contract with you (i.e. to make sure you get your order when you want it). However, we will also use your personal information where it is in our legitimate business interests to do so (but only if our interests are not overridden by your data protection interests or your fundamental legal rights and freedoms). In some cases, we may have a legal obligation to collect personal information from you (e.g. in the event of legal proceedings) or we might need to process it or share it with others to “protect your vital interests” (this is legal speak for saving your life) or those of another person (e.g. in a case where another person’s life is in danger).

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- If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (and we'll also explain the possible consequences of you not providing it).
- Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time what those legitimate interests are.
- If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the “How to contact us”

6. Security

- We place great importance on keeping your personal information safe and secure. As such, we put in place appropriate technical and organisational measures / industry standard technology to protect it from unauthorised access and unlawful processing, accidental loss, destruction and damage.
- The security measures we use are designed to provide a level of protection security appropriate to the risk of processing your personal information.

7. Data retention

- *Andy's Wooden WondersTM* will retain your personal information where we have an ongoing legitimate business need to do so (for example, to enable us to meet our legal, tax or accounting obligations).
- If you object to us processing certain categories of your personal information (including in relation to receiving marketing communications from us), we will retain a record of your objection to the processing of your information so that we can continue to respect your wishes.
- We will destroy or permanently anonymise your personal information at the point that we no longer need to process it for our ongoing legitimate business needs or for any legal reason. If this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store it and isolate it from any further processing until deletion is possible.

8. Your data protection rights

Andy's Wooden WondersTM respects your privacy and data protection rights. Below is a summary of your rights in respect of the personal information of yours which *Andy's Wooden WondersTM* handles:

- You can object to processing of your personal information, ask us to restrict processing of your personal information or request that it be ported to a third party. Again, you can exercise these rights by contacting us using the contact details provided under the “How to contact us”

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- You have the right to opt-out of receiving marketing communications we send you at any time. You can exercise this right by using the unsubscribe functionality in the communication you receive or by amending your profile accordingly.
- Similarly, if we collect and process your personal information on the basis of your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- You have the right to complain to a data protection supervisory authority about our collection and use of your personal information.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

2. Links to third-party sites

- Our websites may, from time to time, contain links to and from third-party websites. If you follow these links, please be aware that **Andy's Wooden WondersTM** is not responsible or liable for these third-party websites which will have their own privacy policies.
- We may update this Privacy Policy from time to time in response to changing legal, technical or business developments. When we update our Privacy Policy, we will take appropriate measures to inform you, consistent with the significance of the changes we make. We will obtain your consent to any material Privacy Policy changes if and where this is required by applicable data protection laws.
- We encourage you to periodically review this page for the latest information on our privacy practices.

3. How to contact us

If you have any questions or concerns about this Privacy Policy, please contact our Privacy team:

- By email at: andy@andyswoodenwonders.uk
- By writing to us at our registered address:

Andy's Wooden WondersTM
176 Wych Lane
Gosport
PO13 0TE