



GIVE WEAR LOVE

PRIVACY POLICY

Our commitment to protecting your data

This policy outlines how any personal data we collect from you or that you provide to us is processed. We are committed to protecting your privacy and will ensure that we always use your data in the ways that you have agreed. Personal data that we collect from you will be processed in line with the General Data Protections Regulations Act (GDPR) and with our Terms & Conditions. Your data will always be processed **lawfully, fairly** and **transparently**. Please inform a parent or guardian if you are under 18, before submitting any data through our site.

How we use information

When you place an order with us we will ask you to provide us with certain information. This will include your address, other contact information, payment particulars and other personal details relating to the transaction and the delivery of your order. These details are necessary for the completion of your order.

We aim to always provide excellent customer service and this will include occasionally using certain information for profiling and marketing purposes. This enables us to understand our customers and what products they want to buy. We may ask, at times, for other information beyond that stated above to help us understand our customers. Providing any additional information will always be entirely voluntary.

We ask customers if they would like to opt-in to our mailing list. Inclusion on this list is voluntary. If a customer opts-in to our mailing list they will receive our monthly newsletter and other marketing materials from us via email. We will never pass on your details to third parties for marketing purposes.

We will not contact you via SMS or telephone unless with details relating to your order. To allow us to process your order we may need to pass on your contact details to a courier, but they will not be able to use this information beyond their direct relationship with us to deliver your order to you.

For quality control and training purposes, we may monitor or record your communications with us. This information will only be kept for as long as is reasonably necessary for these purposes.

We also may use your information in the following ways:

- To carry out our obligations arising from any contracts entered into between us and you as the customer.
- To inform you of any special offers, competitions and promotions.
- To ensure that the content on our site is arranged in the most best way for you and for your device.
- We may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- In certain circumstances we may need to use your information in the detection or prevention of fraudulent activity. This may involve disclosing your address and postcode details to check against IMRG Security Alert or any other Fraud Prevention Scheme.

Use of Cookies

Occasionally, we may collect anonymous information about your browsing behaviour on our site in order to improve our service to you. This information is collected via a Cookie file, which is stored on your hard drive or on your browser. The information contained in a Cookie file is then transferred to your computer's hard drive.

The information we gain from Cookies is used to continually improve our site and the service we provide. By registering with us and continuing to use our site you are agreeing to the way we use Cookies.

If you wish to block the use of Cookies, you can activate the setting on your browser which allows you to refuse all or some Cookies. Unless these settings have been adjusted in your browser, we will issue Cookies as soon as you begin use of our site.



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We may use cookies to offer you personalized advertising but you can also opt-out of this at any time. If opting-out, a cookie will be placed on your computer to indicate that no information about you is to be collected by us, although this will not prevent ads or pop-ups on your computer by other companies. Please note that you would need to repeat this process for each browser and computer that you use. If you delete an opt-out cookie, you would need to repeat the process again to express your preference.

Remarketing

This website may use various remarketing services to advertise on third party websites to previous visitors to our site. This could mean that we advertise to previous visitors who haven't completed a task on our site for marketing purposes. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the our website. Of course, any data collected will be used in accordance with our own privacy policy and Google's privacy policy.

Personal Information

The personal information we collect and hold will be held securely and in accordance with the law. Access to customer information is limited to staff who require access to process orders. We use full login and password controls to protect the information held. Information transmitted via the internet is however not completely secure. We therefore cannot guarantee the security of your data transmitted to our site and this is done at your own risk.

Disclosure of your Information

We will not pass your information to any third parties outside of Give Wear Love Ltd, except where required to do so to fulfil the delivery of your order. This includes not passing on your information to third parties for marketing purposes.

We may be under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions; or to protect the rights, property, or safety of Give Wear Love Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Your rights

At any time, you can request from us a copy of the personal data we hold on you, in accordance with GDPR. You can also unsubscribe from our mailing list so that we do not use your details for marketing purposes. If you need assistance to unsubscribe please contact us using the address below.

Contact Us

If you have any queries regarding this policy or wish to gain a copy of the personal information we hold on you please write to us at the address below:

Give Wear Love Ltd
56 Stackpool Road
Bristol
BS3 1NN