



Privacy & Cookie Policy

At faabric (operating under Clark Design Group Ltd) 'we' are committed to protecting and respecting your privacy.

This policy, together with our [faabric terms & conditions](#), sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. It tells you exactly what data we collect and for what purpose we collect it and what your rights are regarding this personal data under the Data Protection Act 1998 (the Act) and EU Data Protection Regulation 2016 (GDPR).

For the purpose of GDPR and the Act, the data controller is Clark Design Group Ltd., 52 Sheerstock Haddenham, Aylesbury, Buckinghamshire, HP17 8EX

In this policy, you will find:

- Information we may collect from you
- Where we store this information
- What we do with this information
- How long this information is kept
- Your rights regarding this information
- How to contact us
- Overview of our website cookies

We want to make sure that you are fully informed about and understand our data collection and management processes and ask that you read the following carefully.

Any questions you might have. Please email us at customercare@faabric.co.uk

1. Information we may collect from you

We may collect and process the following data about you:

- any information that you provide by filling in forms on our website at www.faabrichdesign.group this includes information provided at the time of registering or ordering on our sites or requesting further services. We may also ask you for information when you report a problem with our website;
- if you contact us; we may keep a record of that correspondence;
- details of any transactions or possible transactions or information requests that you carry out via our website; and
- details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

2. Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

3. Uses made of the information

We use information held about you in the following ways:

Reason for use:	Legal basis for use:
to ensure that content from our website is presented in the most effective manner for you and for your computer;	Legitimate interest. To ensure we offer you the best quality experience

to develop and improve the services which we offer;	Legitimate interest. To ensure we offer you the best quality service
to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;	Legitimate interest and only applicable once you've given us your permission to do so. To create a personalised and relevant experience when you shop with us online
to carry out our obligations arising from any contracts entered into between you and us;	Necessity by contract. To meet our obligations, we will use your personal information e.g. for the completion of an online or click & collect order
to allow you to participate in interactive features of our service, when you choose to do so;	Legitimate interest. To create a personalised and relevant experience when you shop with us online
to notify you about changes to our service; and	Legitimate interest. To make you proactively aware of any changes that may affect you
to protect against illegal activity.	Legitimate interest. To protect against unlawful activities. E.g. when a court requires us to do so

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by post or telephone.

Where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this specifically. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 women aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1).

We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

3.1 Data usage for fraud prevention

To protect our customers and us from fraud and theft, we may pass on information that we obtain from making identity checks and other information in our customer records, including how you conduct your account, to other group companies, other retailers and to financial and other organisations (including law enforcement agencies) involved in fraud prevention and detection, to use the same way.

3.2 Disclosure of your information

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in sections 736 and 736A of the UK Companies Act 1985 (as amended).

We may disclose your personal information to third parties:

- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- if we or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets; and
- if we are 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 [[insert as link to Terms and Conditions](#)] and other agreements; or to protect our rights, property, or safety, our customers or others (including exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction).

4. Time data is kept

We have to keep your information for as long as it is necessary to complete our obligations under any contract made. This includes, but is not limited to, order fulfilment and the anticipation of returns according to your returns right.

We keep the information for anyone who still has outstanding obligations under any contract made. This includes, but is not limited to, outstanding invoices and investigating fraud cases.

We delete all cookies related to our website and your browser experience periodically.

We keep your personal information in our back-end system for a max of 38 months. After this, all data is automatically anonymised.

5. Your rights

You have the right to ask us not to process your personal data or request full access to any information we might hold about you. You can exercise your right to prevent such processing by contacting us at customercare@faabric.co.uk

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

You also have the right to change your mind about how/what data we process from you at any time, however, please note that once data is erased from our systems at your request or after the data collection time period has expired, it cannot be retrieved.

6. Contact us

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to: customercare@faabric.co.uk

faabric Data Team

Operating under Clark Design Group

Lower Bottom House Farm

Chalfont St Giles

Buckinghamshire, HP8 4EF

The Information Commissioner Office (ICO) can be contacted at: casework@ico.co.uk. Phone: 0303 123 1113 (local rate). More information on the ICO can be found at www.ico.org.uk

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

7. IP addresses and cookies overview

We may collect information about your computer, including, where available, your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer.

Cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and to deliver a better and more personalised service. They enable us:

- to estimate our audience size and usage pattern;
- to store information about your preferences, and so allow us to customise our website according to your individual interests;
- to speed up your searches; and
- to recognise you when you return to our website.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our website.

[Please note that our advertisers may also use cookies, over which we have no control and no liability.]