

We love  
to  
Create

## **Privacy Policy**

24th May 2018

# Privacy Policy

This Privacy Policy describes how and when we collect, use, and share information when you purchase an item from us, contact us, or otherwise use We Love To Create's services and online selling platforms. Our online selling platforms include:

- Direct engagement through our website and related services, facebook or trade fairs.
- Etsy.com or its related sites and services.
- Notonthehighstreet.com or its related sites and services
- Ebay.com or its related sites and services.
- Hardtofind.com.au or its related sites and services.
- Oodlique.com or its related sites or services.

This Privacy Policy does not apply to the practices of third parties that we do not own or control, including any of the aforementioned selling platforms or their third party services.

Full details of the 3rd party selling platforms privacy policies are listed below:

- [Etsy.com Privacy Policy](#)
- [Notonthehighstreet.com Privacy Policy](#)
- [Ebay.com Privacy Policy](#)
- [Hardtofind.com.au Privacy Policy](#)
- [Oodlique.com Privacy Policy](#)

## Information We Collect

As many of our products and services are made to order with bespoke personalisation, in order for us to fulfil your order, you must provide us with certain information.

This information includes, but is not limited to: your name, email address, postal address, payment information, contact number, and the details of the product that you're ordering - this may include photographs if required as part of your item.

Additional personal information for custom or bespoke orders may be provided by the customer through direct engagement. This engagement includes email, phone, direct

messaging via social media channels or as per a custom order via one of the aforementioned selling platforms listed above.

## Why We Need Your Information and How We Use It

We rely on a number of legal bases to collect, use, and share your information, including:

- as needed to provide our services, such as when we use your information to fulfil your order, to settle disputes, or to provide customer support;
- when you have provided your affirmative consent, which you may revoke at any time, such as by signing up for our mailing list;
- if necessary to comply with a legal obligation or court order or in connection with a legal claim, such as retaining information about your purchases if required by tax law; and
- as necessary for the purpose of our legitimate interests, if those legitimate interests are not overridden by your rights or interests, such as 1) providing and improving our services. We use your information to provide the services you requested and in our legitimate interest to improve our services; 2) In addition to the above, we also comply with each selling platforms 'Seller Policy' or 'House Rules'.

## Information Sharing and Disclosure

Information about our customers is important to our business. We share your personal information for very limited reasons and in limited circumstances, as follows:

- Selling platforms. We share information with selling platforms as necessary to provide you our services and comply with our obligations as governed by those aforementioned selling platforms policies and contracts.
- Service providers. We engage certain trusted third parties to perform functions and provide services to our shop, such as delivery companies. We will share your personal information with these third parties, but only to the extent necessary to perform these services.
- Business transfers. If we sell or merge our business, we may disclose your information as part of that transaction, only to the extent permitted by law.
- Compliance with laws. We may collect, use, retain, and share your information if We have a good faith belief that it is reasonably necessary to: (a) respond to

legal process or to government requests; (b) enforce our agreements, terms and policies; (c) prevent, investigate, and address fraud and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of our customers, or others.

## Data Retention

1. We retain your personal information only for as long as necessary to provide you with our services and as described in our Privacy Policy. However, We may also be required to retain this information to comply with our legal and regulatory obligations, to resolve disputes, and to enforce our agreements. We generally keep your data for the following time period: 4 years.
2. With regard to any additional information or assets provided to fulfil your order, or direct engagements through our communication channels we only retain the information or assets for as long as is necessary. In most cases this is the duration in which it takes for the order to be submitted to us and fulfilled upon delivery to the customer.
3. Any designs created during this process is only retained for a maximum of 3 months upon completion of an order. Details pertaining to that order, but as the customer's name, contact details and summary of their order are held in accordance with point 1 of our data retention obligations.

## Transfers of Personal Information Outside the EU

We may store and process your information through third-party hosting services in the US and other jurisdictions. As a result, We may transfer your personal information to a jurisdiction with different data protection and government surveillance laws than your jurisdiction. If we deemed to transfer information about you outside of the EU, We rely on Privacy Shield as the legal basis for the transfer, as Google Cloud is Privacy Shield certified.

## Your Rights

If you reside in certain territories, including the EU, you have a number of rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. We describe these rights below:

- Access. You may have the right to access and receive a copy of the personal information We hold about you by contacting me using the contact information below.
- Change, restrict, delete. You may also have rights to change, restrict our use of, or delete your personal information. Absent exceptional circumstances (like where we are required to store data for legal reasons) We will generally delete your personal information upon request.
- Object. You can object to (i) our processing of some of your information based on our legitimate interests and (ii) receiving marketing messages from me after providing your express consent to receive them. In such cases, we will delete your personal information unless we have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.
- Complain. If you reside in the EU and wish to raise a concern about our use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local data protection authority.

## How to Contact Us

For purposes of EU data protection law, we, We Love To Create, are the data controller of your personal information. If you have any questions or concerns, you may contact us using the following methods:

**By email:**

[contact@welovetocreate.co.uk](mailto:contact@welovetocreate.co.uk).

**By post:**

We Love To Create  
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## Document ownership and revision

Lorraine Glenn, Director, We Love To Create is the owner of this document.

This document was last updated on 24th May 2018 and is reviewed on annual basis.