

## PRIVACY POLICY

### SkyeBubble Canine & Equine Gifts February 2021

SkyeBubble Canine & Equine Gifts are fully committed to maintaining the trust and confidence of all visitors to our website.

Most important of all, we want you to know that SkyeBubble are not in the business of renting, selling or trading any of our data with other businesses for marketing purposes.

The data protection implemented by SkyeBubble is in compliance with the European Legislation and the adoption of the General Data Protection Regulation.

SkyeBubble has implemented organisational measures to ensure that personal data is protected.

#### **SkyeBubble collects the following data:**

Personal identification information from customers including: Name, Address, Phone Numbers, Email details, delivery address, payment details for customer purchases.

#### **SkyeBubble collects data by the following methods:**

Directly from customers via personal contact, website contact form and customer orders.

#### **SkyeBubble uses your data in the following ways:**

To process your order, to reply to website contact form.

#### **SkyeBubble stores your data by:**

Information entered into the website is stored securely through SkyeBubble website provider (Wix), who have their own Privacy Policy. Order history is managed through the use of Quick Books securely. Personal information included in the above storage methods will be kept for approximately 3 years and deleted annually.

#### **Marketing:**

SkyeBubble does not engage in using personal information for marketing purposes.

#### **SkyeBubble customer data protection rights:**

SkyeBubble would like to make sure you are fully aware of all of your data protection rights. Every customer is entitled to the following:

**The right to access** – You have the right to request SkyeBubble for copies of your personal data. SkyeBubble may charge you a small fee for this service.

**The right to rectification** – You have the right to request that SkyeBubble correct any information you believe is inaccurate. You also have the right to request SkyeBubble to complete information you believe is incorrect.

**The right to erasure** – You have the right to request that SkyeBubble erase your personal data. If you make a request SkyeBubble has 1 month to respond to you, if you would like to exercise any of these rights please contact SkyeBubble via email [nikki@skyebubble.co.uk](mailto:nikki@skyebubble.co.uk)

### **Website Cookies:**

#### **How we use cookies**

A cookie is a small file which is placed on your computer's hard drive and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

SkyeBubble does not use Cookies for advertising or marketing purposes.

### **Google Analytics:**

When someone visits the site [skyebubble.co.uk](http://skyebubble.co.uk) we sometimes use a third party service, Google Analytics to collect standard internet log information and details of visitor behaviour patterns. This enables us to find out things such as how many people are visiting the site and what pages on the site. The way this information is processed does not identify anyone. We do it simply as a numbers game to make sure the SkyeBubble user experience is as good as it can be. We do not make or allow Google to make any attempt to find out the identities of people visiting our sites.

### **Contact Form:**

Data collected from the SkyeBubble Contact Form, is used to improve the user experience, and enables us to respond to visitors enquiries or process your order. By completing one of these forms you have opted into sharing your details with SkyeBubble Canine & Equine Gifts. We shall never share, sell or trade this data under any circumstance.

### **Links to other websites:**

SkyeBubble website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Changes to SkyeBubble Privacy Policy:**

SkyeBubble value's your data security and will review our privacy policy periodically to ensure compliance with GDPR legislation. Updated February 2021

**SkyeBubble Contact Information:**

If you have any questions about SkyeBubble Privacy Policy, the data held on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact SkyeBubble as below:

[nikki@skyebubble.co.uk](mailto:nikki@skyebubble.co.uk)

**How to contact the appropriate authority:**

Should you wish to report a complaint, or if you feel that SkyeBubble has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.