



PRIVACY POLICY MAY 2018

We value your custom at Super Stitch 86 and Macron Store Hastings and we want you to be happy in the knowledge that we have safeguards in place to respect your privacy.

This privacy policy explains what information that we gather from you and how we use it. If you have any queries then please email sales@superstitch86.co.uk

Personal information will only be collected when you yourself provide us with it. This might be your name, email address, postal address, telephone number or email address. This personal information will only be processed for the following reasons;

Name – So that we know what to call you.

The company or club names that you represent – So that we know what logo to use and whom to invoice orders too (If relevant to your order).

Your position within a club or organisation – So that we can verify that you have authorisation to order on the club or companies account (if relevant to your order).

Delivery/Invoice Address – So that we know where to send your order too and where to send an invoice (If goods where not paid for upfront).

Telephone Number – So that we can contact you if there is a query or to inform you that goods are ready.

Email address – So that we can contact you with a query, inform you that goods are ready for collection or that your order has been despatched. If you have signed up to our newsletter or for a customer savings account we will use your email address for that intended purpose only.

Savings Accounts

Your personal details will be used for the purposes of identifying you only. We may send emails regarding your account but no marketing or promotional material will be sent, you can close your account at any time. No credit or credit card details are stored.

Delivery Details

We use APC to deliver our parcels, we provide them with your name, address, telephone number and email address. This is for the sole purpose of getting the delivery to you.

You can view APC'S privacy policy at the link below;

<https://apc-overnight.com/site-information/privacy-policy/>

Facebook/Instagram/Twitter

If you contact us on social media in a 'private' setting (such as a private message on Facebook) we will not use your information for anything other than dealing with your query and will not pass this information on to third parties. If you contact us in a 'public' setting, we will not re-post your information without your consent or use your information in any other way than responding to your query.

CCTV

We have CCTV installed in our retail shop. Cameras cover our till points and shop floor, necessary for the purpose of safeguarding our staff, customers and our stock and also the front and rear entrances, this is necessary for protecting our property and in accordance with our fire risk assessments on minimising the probability of arson. The information recorded is secure and will not be passed on to any third party unless required to do so by law. Signage is in place as required.

Credit/Debit Card Details

Your credit card details are never stored by us. If you pay for an order on the telephone, the necessary details are typed directly into your machines and are not written down, no record is kept, this transaction is powered by Payment Sense. If you pay for an order in store this transaction is powered by Payment Sense and no record of card details are received or stored by us. If you pay for an order online, we use Pay Pal to process the transaction, your credit card details are not held or received by us.

Our sites utilises "cookies". Cookies do not gather an identifiable information. They cannot be used to disseminate viruses or 'recognise' one individual user from another, they do not collect email addresses or any other personally identifiable information. We use cookies simply to provide you with a better shopping experience.

Storing data

Once you have placed an order with us either online or instore, we will maintain that information for our records, this information will be stored as a first line of accounting or for reference as required by you, for us to provide subsequent orders. This information will not be used for any other purpose. You are legally entitled to ask us to remove this data should you wish.

We do not pass on any personal information for marketing purposes. Any personal information that we receive from you will be necessary for the purpose of fulfilling your order or to send you our newsletter that you have actively signed up for (via email only) and you can opt out at any time using the un-subscribe button on your email, by emailing sales@superstitch86.co.uk or by telephoning us on (01424) 852225. An exception to this policy is if we are required to do so by law.

Your Rights

You have the right to ask us what personal information we hold on you, to correct or to delete (providing we are not required to keep it by law) that information at any time. If you wish to do so then please contact us by email sales@superstitch86.co.uk or by post to;

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