

Annies Antics Privacy Policy

Our contact details

Annies Antics - the trading name of sole trader selling antiques, collectables, retro & vintage items and craft work.

S: Annie Phillips

Address: PO Box 1000 Taunton TA1 9QS

Phone Number: 07546 126359

E-mail: sales@anniesantics.shop

Policy created 13th May 2023

The type of personal information we collect

We currently collect and process the following information:

- Personal information, name, address, email, telephone number
- Company name and details, registration number as appropriate
- Customer financial information
- IP address & viewing history
- Information to be passed to the carrier ie safe place to leave parcels which may include the address of a friend or neighbour.
- Information to issue a gift card or gift wrap and deliver items to a 3rd party

How we get the personal information and why we have it

The personal information we process is normally provided to us directly by you for one of the following reasons:

- Arrange for [Royal Mail](#)/Parcelforce (or other appropriate carrier) to deliver your parcel and provide tracking information. For tracking Royal Mail collect GPS and Map position data for parcel delivery locations.
- To deliver items to third parties on behalf of customers, gift wrap and gift cards.
- To reply to messages from you and contact you about any problems with the delivery/return of items or payment for items
- To process customer returns, deal with any breakages and compensation claims with insurers.
- To process your payment via your chosen payment method through Wix eCommerce or your chosen payment method &/or TSB business banking.
- To arrange events and send invites, we may share this information with the host of events To run reports and analyse business performance, the information used is anonymous.

We also receive personal information indirectly, from the following sources in the following scenarios:

- From dealers, to dealers or other third party for commission sales
- From the host of an event to provide invitations

Other Websites

Our website may contain links to other websites and although we do not provide any customer information to these websites, they are outside our control and are not covered by our Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

We will not sell, share, or rent your personal information to any third party or use your e-mail address for unsolicited mail. Any emails sent by this Company will only be in connection with the provision of agreed services and products.

Cookies

Anonymous information from Wix, Square, PayPal & Apple to view reports for web and business analysis

Essential Cookies (always active)

These cookies are required for the operation of our website. For example, allowing a secure checkout, authenticating payments, and ensuring the website is loading correctly.

Performance & Analytics Cookies

These cookies help us understand how visitors use our website, and provides us with information to help us improve your browsing experience. The data is anonymous and assists us in continually improving our website.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting customer services, sales@anniesantics.shop, the data controller via chat or messaging on www.anniesantics.shop or by post to PO Box 1000, Taunton TA1 9QS.
- (b) We have a contractual obligation.
- (c) We have a legitimate interest.

How we store your personal information

Your information is securely stored may be in electronic and/or paper format.

All electronic systems containing your information use either biometric protection or two stage verification with secure passwords to access the data. Electronic information is only accessed by the sole trader and the data controller.

IP address and information stored on the website is held in accordance with the [WIX security policy](#). The data controller will contact WIX to request that the data held may be forwarded to the customer and deleted on request. This process takes 48 hours. Square and other payment providers have systems that allow data reports to be run and to enable requests to delete all data held.

Email communications processed by goooglemail are set to automatically delete after 90days.

The information used for payment processing is retained for 6 years to comply with HMRC audit requirements. After this date it will be deleted. This information may also be stored in paper files in a secure location and a secure shredding service is used to dispose of paperwork, as soon as reasonably practicable after the audit period has passed.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact the data controller, Susan Clowes at sales@anniesantics.shop, or post your request to PO Box 1000, Taunton TA1 9QS or chat/message on the website www.anniesantics.shop. Please submit requests in writing.

How to complain

If you have any concerns about our use of your personal information, you can make a complain to us at sales@anniesantics.shop, or PO Box 1000, Taunton TA1 9QS or chat/message on the website www.anniesantics.shop

You can also complain to the ICO if you are unhappy with how we have used your data.

Please quote our registration number: C1332831

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5A

Helpline number: **0303 123 1113**

ICO website: <https://www.ico.org.uk>