

Privacy Policy

The Ticketyboo Coo

This Privacy Policy describes how and when I collect, use, and share information when you purchase an item from me, contact me, or otherwise use my services through The British Craft House (TBCH) or its related sites and services.

This Privacy Policy does not apply to the practices of third parties that I do not own or control, including TBCH or any third party services you access through TBCH. You can reference the TBCH Privacy Policy to learn more about its privacy practices.

Personal information I collect

To fulfil your order, you must provide me with certain information (which you authorised TBCH to provide), such as your name, email address, postal address, payment information, and the details of the product that you're ordering. You may also choose to provide me with additional personal information (for a custom order of jewellery, for example), if you contact me directly, either via a TBCH enquiry or via my business email address.

Why I need your information and how I use it

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

- as needed to provide my services, such as when I 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 a 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 my legitimate interests, if those legitimate interests are not overridden by your rights or interests, such as 1) providing and improving my services. I use your information to provide the services you requested and in my legitimate interest to improve my services; and 2) Compliance with TBCH Seller Policy and Terms of Use. I use your information as necessary to comply with my obligations under the TBCH Seller Policy and Terms of Use.

Information Sharing and Disclosure

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

- TBCH. I share information with TBCH as necessary to provide you my services and comply with my obligations under both the TBCH Seller Policy and TBCH Terms of Use.
- Service providers. I engage certain trusted third parties to perform functions and provide services to my shop, such as delivery companies – for example, Royal Mail. I will share your personal information with these third parties, but only to the extent necessary to perform these services.
- Compliance with laws. I may collect, use, retain, and share your information if I have a good faith belief that it is reasonably necessary to: (a) respond to legal process or to government requests; (b) enforce my 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 my customers, or others.

Data Retention

I retain your personal information only for as long as necessary to provide you with my services and as described in my Privacy Policy. However, I may also be required to retain this information to comply with my legal and regulatory obligations, to resolve disputes, and to enforce my agreements. I generally keep your data for the following time period: 7 years.

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. These rights are described below:

- **Access.** You may have the right to access and receive a copy of the personal information I hold about you by contacting me using the contact information below.
- **Change, restrict, delete.** You may also have rights to change, restrict my use of, or delete your personal information. Absent exceptional circumstances (like where I am required to store data for legal reasons) I will generally delete your personal information upon request.
- **Object.** You can object to (i) my processing of some of your information based on my legitimate interests and (ii) receiving marketing messages from me after providing your express consent to receive them. In such cases, I will delete your personal information unless I 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 my 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 Me

For purposes of EU data protection law, I, Elaine McLeod, am the data controller of your personal information. If you have any questions or concerns, you may contact me at theticketyboocoo@gmail.com