# **Privacy policy**

# It may be dull but it is important:

We simply want to do the right thing by our customers and supporters, build new friendships and nurture old ones. In the unlikely event you are not happy we will do all we can to resolve matters to the satisfaction of all parties concerned with the support of, but not hiding behind the legal stuff.

**Information we collect**

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; e-mail address; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

Access to information: The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

**How we collect information?**

When you conduct a transaction on our website, abandon a cart, join our mailing list, register an account with us, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated here.

**Why we collect personal information?**

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages including information regarding shows, exhibitions, special events, news and promotional offers.
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

**Is your information disclosed?**

No, we **do not** share your personal information with any other parties so that they can market their products to you. We may share your information as required with business partners, suppliers and sub-contractors for the performance of any contract we enter into with them. For example:
Analytics and search engine providers that assist us in the improvement and optimisation of our site.
Payment providers, so that they can process payments that you have implemented for any of our products, online or by telephone.

Delivery companies, so that they can fulfil the delivery of your order with Essjay.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation; This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
We will only share relevant information with these parties; all such providers are under obligation to ensure your information is kept private. We do not knowingly partner with any parties with less than an excellent track record and sound policies in these areas.

**Storing your information**

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Any data collected manually, for example when at exhibitions or shows, will be processed onto the electronic database at the earliest opportunity and will be stored in a lockable cabinet until subsequently destroyed.

**How we might communicate with you?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

**All about the cookies**

We use cookies to improve our ability to offer a better experience to our customers. Cookies are small pieces of code placed on your computer by websites, with your permission, so that those websites can recognise visitors who have previously visited that website and tailor the content they serve accordingly. Should you choose, whether through your browser settings or other method we may choose to make available through the Website, not to receive cookies, the functionality of the Website may be curtailed or ineffective.

To disable cookies on our website, you will need to change the settings in your website browser.

**You can withdraw your consent**

If you do not want us to process your information anymore please email info@essjaytextileart.com

**Updates to the privacy policy**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at info@essjaytextileart.com