

Privacy Policy

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 www.pongoandpembe.co.uk

This Privacy Policy does not apply to the practices of third parties that I do not own or control, including wix.com or paypal.com. You can reference these individual Privacy Policies to learn more about their privacy practices.

What type of information do 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. 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, address, email address, communications, purchase history, comments, feedback and product reviews. You may also choose to provide me with additional personal information (for a custom order, for example), if you contact me directly.

How do we collect information?

When you conduct a transaction, newsletter signup or contact us on our website, 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 above only.

Why do we collect such personal information?

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

1. To provide and operate the Services, such as when I use your information to fulfil your order, to settle disputes, or to provide customer support;
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 when you have provided your consent, which you may revoke at any time, such as by signing up for my mailing list.
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.

How do we store, use, share and disclose your personal 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 personal information used to process your order may be stored on a secure database by Pongo and Pembe. This information is used for the sole purpose of delivering your order.

If you have signed up for our newsletter your email address will be recorded within a third party email broadcasting service for the purpose of sending you these emails. We currently use MailChimp who are fully GDPR compliant and you can reference the MailChimp Privacy Policy to learn more about its privacy practices.

I share your personal information for very limited reasons and in limited circumstances, as follows:

- Service providers. I engage certain trusted third parties to perform functions and provide services to my shop, such as delivery companies and PayPal. I will share your personal information with these third parties, but only to the extent necessary to perform these services.
- Business transfers. If I sell or merge my business, I may disclose your information as part of that transaction, only to the extent permitted by law.
- 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.

How do we communicate with you?

We may contact you to notify you regarding your order, to troubleshoot problems with your order, to resolve a dispute, to collect monies owed or as otherwise necessary to contact you to enforce applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email and postal mail. If you have signed up for our newsletter we may also contact you to poll your opinions through surveys or questionnaires, to send updates about our company.

How do we use cookies and other tracking tools?

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added 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.

Wix.com's standard cookies are:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI

hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nibi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

In addition to these we use analytical/performance cookies which allow us to recognise and count the number of visitors to our website and to see how visitors move around when they are using it.

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. I describe these rights 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 can you withdraw their consent?

If you don't want us to process your data anymore, please contact us at helen@pongoandpembe.co.uk and to unsubscribe from our newsletters either contact us at this email address or click unsubscribe within any newsletter.

Privacy policy updates

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.

Questions and your contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at helen@pongoandpembe.co.uk