

Privacy Policy

1. Our Privacy Policy AND how we may use your personal information

1.1 S9 Design ("We") are committed to protecting and respecting your privacy.

1.2 The Privacy Policy together with our terms of use and any other documents referred to on it sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the policy carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.s9-design.com you are accepting and consenting to the practices described in this policy.

1.3 For the purpose of the Data Protection Act 1998 (the Act) and General Data Protection Regulations 2018, the data controller is S9 Design

1.4 Our nominated representative for the purpose of the Act is Lisa Crysell.

2. Information we may collect from you

2.1 We may collect and process the following data about you:

(a) Information you give us. You may give us information about you by filling in forms on our site www.s9-design.com or by corresponding with us by e-mail. This includes information you provide when you register to use our site, subscribe to our service, search for a product, participate in discussion boards or other social media functions from our site, enter a competition, promotion or survey and when or if you are required to report a problem. The information you give us may include name, address and e-mail address, personal description and photographs.

2.2 You warrant that you have permission to supply this information and any photographs and you hereby fully indemnify Us and our officers, directors, employees, agents and licensors against all and any costs (including but not limited to indirect and consequential loss) incurred and/or arising from any allegation, claim or demand, legal action, misrepresentation or litigation arising from such information and/or photographs.

3. Information we collect about you

3.1 With regard to each of your visits to our site we may automatically collect the following information:

(a) information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

4. Cookies

4.1 Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our cookie policy.

5. Uses made of your information held

5.1 We use information held about you in the following ways:

(a) to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from, delivery and/or payment stages of your Order;

(b) to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;

(c) to provide you, with information about goods or services we feel may interest you. We will only contact you by electronic means (e-mail) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, we will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, please email us to have your details removed;

(d) to notify you about any changes to our service;

(e) to ensure that content from our site is presented in the most effective manner for you and for your computer.

- (f) to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- (g) to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- (h) to allow you to participate in interactive features of our service, when you choose to do so;
- (i) as part of our efforts to keep our site safe and secure;
- (j) to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- (k) to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

6. Disclosure of your information

6.1 We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as well as companies used for delivery of the goods, as defined in section 1159 of the UK Companies Act 2006.

7. Where we store your personal data

7.1 The data that we collect from you will be held by S9 Design. By submitting your personal data, you agree to storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data (See Privacy Policy) and whether we can achieve those purposes through other means, and the applicable legal requirements. For example, details of your orders will be kept for as long as we need to retain that data to comply with our legal and regulatory requirements. This is generally 7 years unless the law prescribes a longer period.

In some circumstances you can ask us to delete your data: see '8.Your Rights' below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

7.2 All information you provide to us is stored on our secure servers.

7.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

8. Your rights

8.1 You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such. You can exercise the right at any time by contacting us by email.

8.2 Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own Privacy Policy and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

9. Access to information

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

10. Changes to our Privacy Policy

10.1 Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Privacy Policy.

11. Contact

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed by email.

12. Our cookie policy

12.1 Our website may use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

12.2 A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

13. Other important terms

13.1 We may transfer Our rights and obligations under these Terms to another organisation, and We will always notify you in writing if this happens, but this will not affect your rights or Our obligations under these Terms.

13.2 This contract is between you and Us. No other person shall have any rights to enforce any of its terms.

13.3 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

13.4 If We fail to insist that you perform any of your obligations under these Terms, or if We do not enforce Our rights against you, or if We delay in doing so, that will not mean that We have waived Our rights against you and will not mean that you do not have to comply with those obligations. If We do waive a default by you, We will only do so in writing, and that will not mean that We will automatically waive any later default by you.

13.5 Governing Law. These Terms are governed by English law. You and We both agree to submit to the non-exclusive jurisdiction of the English courts.