

Privacy Policy

Last updated 10th June 2021

Thank you for choosing to be part of our company at The Crouch End Cellars. We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about this privacy policy or our practices with regards to your personal information, please contact us at thecrouchendcellars@gmail.com.

When you visit our website <http://www.thecrouchendcellars.com>, and more generally, use any of our services (which includes the website), we appreciate that you are trusting us with your personal information. We take your privacy very seriously. In this privacy policy, we seek to explain to you in the clearest way possible, what information we collect, how we use it and what rights you have concerning it. If there are any terms in this privacy policy that you do not agree with, please discontinue the use of our services immediately.

This privacy policy applies to all information collected through our services (which, as described above, includes our website), as well as any related services, sales, marketing or events.

Please read this privacy policy carefully as it will help you understand what we do with the information that we collect.

1- What information do we collect?

In short: The personal information you disclose to us. In other words, the personal information that you provide to us.

We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us, or our products and services when you participate in activities on our website or otherwise when you contact us.

The personal information that we collect depends on the context of your interactions with us and the website, the choices you make and the products and features you use.

The personal information we collect may include the following:

- Personal Information Provided By You. We collect names; phone numbers; email addresses; mailing addresses; debit/credit card numbers; billing addresses, and other similar information.
- Payment Data. We may collect data necessary to process your payment if you make purchases, such as your payment instrument number (such as a credit card number), and

the security code associated with your payment instrument. All payment data is stored by GoDaddy.com. You may find their privacy notice link(s) here:
<https://uk.godaddy.com/agreements/privacy>

All personal information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

2- How do we use your information?

In short: We process your information for purposes based on legitimate business interests, in order to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below.

We use the information we collect it receive:

- Fulfil and manage your orders. We may use your information to fulfil and manage your orders, payments, returns and exchanges made through the website.
- Administer prize draws and competitions. We may use your information to administer prize draws and competitions when you elect to participate in our competitions.
- To deliver and facilitate the delivery of services to the user. We may use your information to provide you with the requested service.
- To respond to user inquiries/offer support to users. We may use your information to respond to your inquiries and solve any potential issues you might have with the use of our services.
- To send you marketing and promotional communications. We may use the personal information you send to us for our marketing purposes if this is in accordance with your marketing preferences. For example, when expressing an interest in obtaining information about us or our website or subscribing to marketing, we will collect personal information from you. You can opt out of our marketing emails at any time.

3- Will your information be shared with anyone?

In short: We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfil business obligations.

We may process or share your data that we hold based on the following legal basis:

- Consent: We may process your data if you have given us specific consent to use your personal information for a specific purpose.
- Legitimate interests: We may process your data when it is reasonably necessary to achieve our legitimate business interests.

- Performance of a Contract: Where we have entered into a contract with you, we may process your personal information to fulfil the terms of our contract.
- Legal Obligations: We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal processes, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- Vital Interests: We may disclose your information where we believe it is necessary to investigate, prevent or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and legal activities, or as evidence in litigation in which we are involved.

4- How long do we keep your information?

In short: We keep your information for as long as necessary to fulfil the purposes outlined in this privacy policy unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this notice will require us to keep your personal information for longer than 90 days.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

5- Do we collect information from minors?

In short: We do not knowingly collect information from children under 18 years of age.

We do not knowingly solicit data from or market to children under 18 years of age. By using the website, you represent that you are at least 18 or that you are the parent or a guardian of such a minor and consent to such minor dependent's use of the website. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under the age of 18, please contact us at thecrouchendcellars@gmail.com.

6- Do we make updates to this notice?

In short: Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this privacy notice from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification.

7- How can you contact us about this notice?

If you have questions or comments about this notice, you may email us at thecrouchendcellars@gmail.com or post to:

The Crouch End Cellars
55 the Boadway
Crouch End,
London, N88QA
United Kingdom