

How long we retain your information

This section sets out how long we retain your information. We have set out specific retention periods where possible. Where that has not been possible, we have set out the criteria we use to determine the retention period.

Retention periods

Server log information: we retain information on our server logs for 10 years

Order information: when you place an order for goods and services, we retain that information for six years following the end of the financial year in which you placed your order, in accordance with our legal obligation to keep records for tax purposes.

Correspondence and enquiries: when you make an enquiry or correspond with us for any reason, whether by email, our contact form, or by phone, we will retain your information for as long as it takes to respond to and resolve your enquiry, and for 12 further month(s), after which point we will delete your information.

Criteria for determining retention periods

In any other circumstances, we will retain your information for no longer than necessary, taking into account the following:

- the purpose(s) and use of your information both now and in the future (such as whether it is necessary to continue to store that information in order to continue to perform our obligations under a contract with you or to contact you in the future)
- whether we have any legal obligation to continue to process your information such as any record-keeping obligations imposed by relevant law or regulation
- whether we have any legal basis to continue to process your information, such as your consent
- how valuable your information is, both now and in the future
- any relevant agreed industry practices on how long information should be retained
- the levels of risk, cost and liability involved with us continuing to hold the information
- how hard it is to ensure that the information can be kept up to date and accurate
- any relevant surrounding circumstances (such as the nature and status of our relationship with you).