

Privacy Policy for Stort Biltong Ltd

At Stort Biltong Ltd, we are committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you use our services or visit our website. By accessing our services or providing your personal information to us, you consent to the practices described in this policy.

1. Information We Collect

We may collect personal information from you when you visit our website, place an order, or interact with us through other means. The types of personal information we may collect include:

- 1.1. Contact Information: such as your name, email address, phone number, and shipping address.
- 1.2. Payment Information: such as your credit card details or other payment information.
- 1.3. Order Details: such as the products you purchase, the date and time of your order, and any special instructions or preferences you provide.
- 1.4. Communication Information: such as any correspondence you have with us, including emails, messages, or phone conversations.
- 1.5. Website Usage Information: such as your IP address, browser type, device information, and other browsing details collected through cookies and similar technologies.

2. Use of Information

We may use the personal information we collect for various purposes, including:

- 2.1. Processing and fulfilling your orders.
- 2.2. Providing customer support and responding to your inquiries.
- 2.3. Sending you important updates, promotions, and newsletters, with your consent.
- 2.4. Improving our products, services, and website based on your feedback and preferences.
- 2.5. Conducting research and analysis to enhance our business operations.
- 2.6. Protecting against fraud, unauthorised access, and other illegal activities.
- 2.7. Complying with legal obligations and resolving any disputes.

3. Information Sharing

We may share your personal information with third parties only under specific circumstances, such as:

- 3.1. Service Providers: We may share your information with trusted third-party service providers who assist us in operating our business, such as payment processors, shipping companies, and IT support providers.
- 3.2. Legal Compliance: We may disclose your information to comply with applicable laws, regulations, or legal processes or to respond to lawful requests from public authorities.
- 3.3. Business Transfers: In the event of a merger, acquisition, or sale of our company assets, your personal information may be transferred to the acquiring entity or successor.
- 3.4. Consent: We may share your information with your consent or as otherwise disclosed at the time of collection.

4. Data Security

We implement appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. However, please note that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Your Rights

You have certain rights regarding your personal information, including the right to access, update, correct, or delete your information. You may also have the right to object to or restrict certain processing activities. To exercise these rights or seek further information, please contact us using the details provided below.

6. Third-Party Links

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of such third parties. We encourage you to review the privacy policies of those third parties before providing any personal information.

7. Children's Privacy

Our services are not intended for children under the age of 13. We do not knowingly collect personal information from children. If you believe we have inadvertently collected personal information from a child, please contact us immediately, and we will take steps to delete that information from our records.

8. Data Retention

We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. When we no longer need your information, we will securely dispose of it in accordance with applicable laws and regulations.

9. Changes to this Privacy Policy

We reserve the right to modify this Privacy Policy at any time. Any changes will be effective immediately upon posting the updated policy on our website. We encourage you to review this Privacy Policy periodically to stay informed about how we collect, use, and protect your personal information.

10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us using the following information:

Stort Biltong Ltd
Millars Maltings
Millars Three
Southmill Road
Bishop's Stortford
CM23 3DH
Email: stortbiltong@gmail.com
Phone: +44 7307 419 311

We will do our best to address your inquiries and resolve any issues in a timely and satisfactory manner.

Last Updated: 29/07/2023