



## Privacy Statement and Payment Security – August 2017

### Introduction

Section 1 sets out the **privacy policy** as to how Spotlight Stationery uses and protects information when you use this website. The policy sets out what information we may collect, how we use and safeguard that information.

Section 2 sets out **payment security** information for users who purchases items.

Spotlight Stationery may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

### Section 1 – Privacy

#### Principles

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully. Spotlight Stationery is based in the UK and operates in accordance with UK law.

This policy tells you how we deal with your “personal data” (i.e. the technical term for information about any identified or identifiable living person). Please read on to find out what kinds of personal data we collect, how we use and protect it, to whom we disclose it.

Please do not use our website unless you are completely happy with this policy. If you do use our website, we will assume that you do accept it.

The Spotlight Stationery website is an e-commerce site, and as such needs to maintain customer details and associated information for three specific purposes:

- To maintain records of customers who purchase products from the website in order that we can send customers the goods that they have ordered to their chosen address.
- To communicate with customers for queries, clarifications and marketing purposes
- To maintain statistics on site usage for web site optimisation and improvement.

The e-commerce infrastructure we use is provided by the Subscription specialist provider Cratejoy. Customers should note that Cratejoy is based in the USA, and their privacy policy is available [on their website](#).

Spotlight Stationery do not sell or share any of the data obtained to third parties such as advertisers. We will not sell, rent, exchange or give your email address with anyone for the purpose of sending you marketing emails.

Secure Credit card transactions and associated privacy are handled by the Payment providers Stripe and Paypal. Their privacy statements are can be found on their respective websites.

#### What data we gather

We may collect the following information:

- Name
- Contact information including physical and email addresses
- Website usage data; e.g. IP addresses, web browser used, referrer IP sites etc
- Other information pertaining to special offers and surveys

#### Personal information

It is important to note that our website we will not collect any personally-identifiable information about you (e.g., your name, address, telephone number or e-mail address), unless you voluntarily choose to provide it to us (e.g., by registration, or signing up for newsletters or competitions).

By providing us with personal information, you consent to the use of it as set out in this policy. We usually use it to respond to your enquiry, process your order ( e.g. posting you your order ), or provide you access to specific account information and also, subject to your wishes about receipt of marketing communications, to support our customer relationship with you.

In cases of suspicious activity we may use information provided by you in order to conduct appropriate anti fraud checks.

We may store and process personal information to better understand your business needs and how we can improve our products and services; or we may use personal information to contact you about any offers that we think you may be interested in or to conduct online surveys to understand better our customers' needs.

We may disclose personal data so far as reasonably necessary:

- a) if we have reason to believe that it breaches our terms and conditions, or that such steps are necessary to protect us or others, or that a criminal act has been committed, or if there has been a complaint about content posted by you, or if we are required to do so by law or appropriate authority; or
- b) in the case of an actual or proposed (including negotiations for a) sale or merger or business combination involving all or the relevant part of our business.

If you choose not to have your personal information used to support our customer relationship by receiving marketing communications, we will respect your choice.

You can choose to opt out of marketing communications at any time by unsubscribing using the option provided.

We do not store credit card details nor do we share customer details with any third parties except for the purpose of processing orders (e.g. Couriers, Payment Processing) unless you give us permission to do so, or we are obliged or permitted by law to disclose them.

We do not now (and do not intend to) sell, rent or otherwise market your personal information to third parties.

Customers are requested to log in and keep their own personal information, such as name, address, email, billing information etc up to date

## Methods

The e-commerce engine used (Cratejoy) captures customer contact details (email, postal address etc) so that we know who and where to send merchandise. We use this information to print address labels, and communicate with customers; e.g. email on queries.

The website also uses javascript and cookies to allow the system to operate. Cookies are commonly used by websites to enhance the capability of a website beyond that provided by the standard browser methods (e.g. for shopping carts) . Cookies are small text files that are stored on a customer's computer or mobile device. All the major browsers allow customers to manage the cookie information via their privacy settings. Please note that the e-commerce site can only operate successfully if cookies are enabled.

When you access our website, we may automatically (i.e., not by registration) collect information that is not personally-identifiable (e.g., type of Internet browser and computer operating system used; domain name of the website from which you came; number of visits, average time spent, pages viewed etc).

## Where we store your information

The information that we collect from you may be transferred to and stored at a destination outside the United Kingdom: for example the e-commerce site is hosted in the USA. We will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this privacy policy.

## Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies or manage them in browser preferences option. However, please note that cookies allow you to take full advantage of the services we provide including checkout functionality and so we recommend that you leave them turned on. Some pages and services may become unavailable to you, and unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

To learn more about cookies and how they are used, visit [All About Cookies](#) website.

## How we use cookies

The Cookie data collected by this website are used to:

- Process orders form the shopping cart.
- Administer and enhance the site and service
- Collect anonymous statistical data to enhance site functionality and performance

We may use cookies to:

- Collect anonymous statistical data to enhance site functionality and performance. Analysis of our web traffic using an analytics package helps us improve the website structure, design, content and functions.

- Identify whether you are signed in to our website.
- To recognise when you return to our website. We may show your relevant content, or provide functionality you used previously.

## Cookies set and associated privacy policies

Visiting our website generates a variety of cookies and javascript actions provided by third parties. We have linked their policies as per the date of this document.

a: **Cratejoy : the e-commerce package** - The Cratejoy privacy policy is provided [here](#).

b: **Google Analytics statistical package** - The Google analytics privacy policy and further details are provided [here](#).

Google Analytics' terms require us to include the wording below in this policy.

\* Google Analytics statement:

*"This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above."*

c: **Statcounter statistical package** - The Statcounter privacy policy is provided [here](#), and their cookie policy is provided [here](#).

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- by cancelling your subscription
- by unsubscribing from any marketing emails
- by emailing us asking us to confirm that we have removed all records about you. Please note that we are obliged to keep some transactional records for audit or in case of disputes.

You have the right to request personal data that we hold about you, subject to us reserving the right to withhold such data to the extent permitted by law. We may charge an administration fee in line with data protection laws and we may also require appropriate evidence of identity. Note that you may be able to rectify certain of your personal data within your account on our service (if applicable).

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## Changes in this Privacy Policy

If we decide to change our privacy policy, we will post changes to this privacy policy and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this privacy policy at any time, so please review it frequently. If we make changes that materially affect our uses or disclosures of personally identifiable information that we have previously collected, we will notify you here, by email, or by means of a notice on our home page.

By using the website, you agree to the terms of this Privacy Policy. Whenever you submit information via the websites operated by Spotlight Stationery. Sites, you consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy.

## Section 2 – Payment Security

It is important to note that the Public Internet is not a secure communication system, and as such users and customers must assume that this may pose a risk to the integrity of information they provide. Accordingly, we accept no legal responsibility for any loss or misuse of the data that may occur while the data is in transmission. For payment services however, we make use of e-commerce infrastructure providers who provide encrypted internet level security. The methods used, are like all Internet market sites, based on Certification Authority certificates (built into computer operating systems) and encrypted communication methods based on HTTPS & SSL/TLS techniques (built into browser applications).

We of course have no responsibility for the security of users' own IT and communication systems, and strongly recommend that all users follow good IT practices found through the web.

We are committed to ensuring that your information is secure, and have chosen the following providers who have the necessary infrastructure to provide secure communications.

- E-commerce – Cratejoy
- Payment Provision – Stripe and Paypal

Please note that payment details including credit card numbers are supplied direct to our payment partner mentioned on our website. We do not receive nor store financial details, other than the bare minimum needed to trace transactions that for audit or error checkin . For anti fraud reasons and to ensure your payments have not been misused, your personal data may be supplied by our payment partners to relevant third parties including credit reference and fraud prevention agencies, who may keep a record of that information.

### Payment methods

#### Online Payment - via website

- The website is hosted by the US e-commerce subscription specialist Cratejoy. We make use of Cratejoy's payment provider partner Stripe and PayPal to process credit card and processor payments.
- Stripe and PayPal are both major international payment provider. Details on their security and privacy are provide on their website.
- The outcome of a payment transaction ( successful or otherwise), is communicated back to the e-commerce engine, and in turn this information is related back to Spotlight Stationery. We will then fulfil the order if the payment has succeeded or make contact in case there is a problem with the credit card ( for example if the credit card expiry date has been reached ).

#### Online Payment - via customer payment methods

- For those customers who for whatever reason wish to pay directly, we will email you a electronic invoice with details of the payment details, e.g. BACS transfer (if within the UK), International banking (IBAN ) or via the payment provider PAYPAL.
- Once funds have been transferred successfully we will dispatch the goods.

#### Offline Payment

We prefer not to accept credit card orders via telephone for data security reasons; instead we prefer to send you an electronic invoice for any orders.