

Privacy Notice

Who We Are

Stoniva ("we", "us", "our") is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Notice explains what personal information we collect, why we collect it, how we use it, and the choices available to you.

We process your personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Our Contact Details

Stoniva

8 Salisbury Street

Mere, Warminster

Wiltshire

BA12 6HE

United Kingdom

Email: **info@stoniva.co.uk**

What Information We Collect

Depending on how you interact with our website, we may collect:

Information you provide

- Name
 - Billing address
 - Delivery address
 - Email address
 - Telephone number
 - Account details (if you create an account)
 - Information you provide when contacting us
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Order Information

When you place an order, we collect information relating to:

- Products purchased
 - Order value
 - Delivery information
 - Returns and refunds
 - Customer service enquiries
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Payment Information

Payments are processed securely by our payment providers.

We do not store your full payment card details.

Technical Information

We automatically collect certain technical information, including:

- IP address
 - Browser type
 - Device information
 - Operating system
 - Website usage data
 - Cookie identifiers
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Why We Use Your Information

We use your personal information to:

- process your orders;
 - arrange delivery;
 - provide customer support;
 - process refunds;
 - prevent fraud;
 - improve our website and services;
 - comply with legal obligations;
 - respond to enquiries;
 - send marketing communications where you have consented or where otherwise permitted by law.
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Our Legal Basis

We process your information under one or more of the following lawful bases:

- Performance of a contract
 - Compliance with legal obligations
 - Legitimate interests
 - Consent (where required)
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Who We Share Information With

We may share your information with trusted service providers that help us operate our business, including:

- Shopify
- Payment processors
- Delivery partners
- Fraud prevention providers
- Website hosting providers
- Analytics providers
- Professional advisers where necessary
- Public authorities where required by law

We do not sell your personal information.

International Transfers

Some service providers may process information outside the United Kingdom.

Where personal information is transferred internationally, we ensure appropriate safeguards are in place in accordance with UK GDPR.

How Long We Keep Information

We keep personal information only for as long as necessary to:

- fulfil orders;
- meet legal and tax obligations;
- resolve disputes;
- enforce our legal rights.

After this period, information is securely deleted or anonymised where appropriate.

Cookies

Our website uses cookies and similar technologies to:

- keep the website functioning correctly;
- remember your preferences;
- understand how visitors use the website;
- improve website performance;
- measure advertising effectiveness.

Where required by law, we will ask for your consent before placing non-essential cookies on your device.

For more information, please see our **Cookie Policy**.

Your Rights

Under UK GDPR, you have the right to:

- request access to your personal information;
- request correction of inaccurate information;
- request erasure of your personal information where applicable;
- request restriction of processing;
- object to processing in certain circumstances;
- request transfer of your information to another provider;
- withdraw consent where processing relies on consent;
- lodge a complaint with the Information Commissioner's Office (ICO).

Further information is available at:

<https://ico.org.uk>

Keeping Your Information Secure

We use appropriate technical and organisational security measures to protect your personal information against:

- unauthorised access;
- accidental loss;
- misuse;
- alteration;
- disclosure.

Although we take reasonable precautions, no method of transmitting information over the internet can be guaranteed to be completely secure.

Changes to This Privacy Notice

We may update this Privacy Notice from time to time.

Any changes will be published on this page together with the updated revision date.

Contact Us

If you have any questions about this Privacy Notice or how we process your personal information, please contact us:

Email: info@stoniva.co.uk

Address:

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