

Privacy Policy

1. Introduction

This Privacy Policy explains how **Stoniva** ("we", "us", or "our") collects, uses, stores, and protects your personal information when you visit our website, place an order, or otherwise interact with our services.

We are committed to protecting your privacy and handling your personal information in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

By using our website, you acknowledge that your personal information will be processed as described in this Privacy Policy.

2. Who We Are

Business Name:

Stoniva

Registered Address:

8 Salisbury Street

Mere

Warminster

Wiltshire

BA12 6HE

United Kingdom

Email:

info@stoniva.co.uk

3. Personal Information We Collect

Depending on how you use our website, we may collect:

Identity Information

- Name
- Billing address
- Shipping address

Contact Information

- Email address
- Telephone number

Order Information

- Purchased products
- Order history
- Delivery preferences
- Payment status

Payment Information

Payments are processed securely by our payment providers.

We do **not** store your full debit or credit card details.

Technical Information

- IP address
- Browser type
- Device information
- Operating system
- Time zone
- Website usage information

Marketing Information

Where permitted by law or where you have given consent:

- Marketing preferences
 - Newsletter subscriptions
 - Communication preferences
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4. How We Collect Your Information

We collect information when you:

- place an order
 - create an account
 - contact us
 - subscribe to our newsletter
 - browse our website
 - use cookies
 - interact with our advertisements
 - communicate with customer support
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5. How We Use Your Information

We use your information to:

- process and deliver orders
 - provide customer support
 - process payments
 - detect fraud
 - improve our website
 - comply with legal obligations
 - manage returns and refunds
 - communicate regarding your orders
 - send marketing communications where permitted
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6. Legal Basis for Processing

Under UK GDPR, we process personal data using one or more of the following legal bases:

- Performance of a contract
 - Compliance with legal obligations
 - Legitimate interests
 - Consent (where required)
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7. Sharing Your Information

We may share your information with trusted third parties where necessary, including:

- Shopify
- Payment providers
- Delivery companies
- Fraud prevention services
- IT service providers
- Professional advisers
- Government authorities where legally required

We do not sell your personal information.

8. International Transfers

Some of our service providers may process data outside the United Kingdom.

Where this happens, appropriate safeguards are implemented in accordance with UK GDPR to ensure your information remains protected.

9. Data Retention

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

- fulfil orders
- comply with legal obligations
- resolve disputes
- enforce agreements

When information is no longer required, it is securely deleted or anonymised.

10. Cookies

Our website uses cookies and similar technologies to:

- operate the website
- remember your preferences
- analyse website traffic
- improve website performance
- measure advertising effectiveness

Some cookies are essential for the operation of the website.

Others are used only with your consent where required by law.

For more information, please see our [Cookie Policy](#).

11. Marketing Communications

Where you have given consent or where otherwise permitted by law, we may send you promotional emails regarding:

- new products
- offers
- promotions
- updates

You can unsubscribe at any time using the unsubscribe link included in our emails or by contacting us.

12. Your Rights

Under UK GDPR you have the right to:

- access your personal information
- request correction of inaccurate information

- request deletion of your information
- restrict processing
- object to processing
- request data portability
- withdraw consent where processing relies on consent
- lodge a complaint with the Information Commissioner's Office (ICO)

More information is available at:

<https://ico.org.uk>

13. Keeping Your Information Secure

We implement appropriate technical and organisational measures designed to protect personal information against:

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

However, no online transmission can be guaranteed to be completely secure.

14. Third-Party Services

Our website may contain links to third-party websites or services.

We are not responsible for the privacy practices of those third parties.

We encourage you to review their privacy policies before providing personal information.

15. Children's Privacy

Our website is not intended for individuals under the age of 18.

We do not knowingly collect personal information from children.

If we become aware that we have collected personal information from a child, we will delete it promptly.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on this page.

The "Last Updated" date will indicate when changes were made.

17. Contact Us

If you have any questions regarding this Privacy Policy or your personal information, please contact us:

Stoniva

Email:
info@stoniva.co.uk

Address:
8 Salisbury Street
Mere
Warminster
Wiltshire
BA12 6HE
United Kingdom