

Minerelle® Privacy Policy

Introduction

Minerelle No longer operates as an internet business

Minerelle has always taken the security of customer data very seriously. We understand that we have a responsibility to protect and respect your privacy.

This Privacy Notice, explains what personal data we have collected, reasons we may need to disclose your personal data to others and how we store your personal data securely.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The reasons we process your personal data include, but not limited to, your consent, performance of a contract, billing and to contact you.

How do we collect personal data from you?

We receive information about you when you contact us by phone, email, or otherwise in respect of any query you may have.

What type of data do we collect from you?

For all purchase transactions, the only personal data that we have stored is your name. We also retain e-mail records of your queries and correspondence. We no longer use any of your personal information for any purpose and **will never provide access, sell or pass on any of your data to a third party!**

Retention periods

We shall retain transactional data only for up to 7 years after your last transaction. We may not be able to delete your data before this time due to legal and/or accountancy obligations. All data which is not relating to purchases (i.e. e-mail correspondence and general enquiries) has been deleted from our systems.

Accessing and updating your data / Contact us

You have the right to access the information we hold about you. Please email your request with any questions or comments to minerelle@outlook.com

Who has access to your personal data?

We may only share your personal data if we are under a duty to disclose data in order to comply with any legal obligation. This is limited to exchanging information with HMRC for compliance and regulatory affairs only however; we will take steps with the aim of ensuring that your privacy rights continue to be protected.

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Your rights

You have the right to object to our use of your personal data, or ask us to delete, remove modify or stop using it if there is no need for us to keep it. This is known as your right to be forgotten.

You have the right to a response with 1 month of your request and we will not charge for any request for information regarding the data we hold on you. As note above, there are legal and accountancy reasons why we need to keep certain data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Use of cookies

We do not use "tracking cookies" to monitor any activity on our website.

Where we store your personal data

The personal information we hold is in the form of transactional e-mail correspondence. This is stored in an encrypted mail server offsite and our e-mail system. We do not store any or hold any sensitive data (payment details for example) on file. Your personal data may remain in storage on third party sites which you use to purchase products such as PayPal, Amazon or E-bay. We have closed Amazon, PayPal and all Courier Service Accounts and now only have access to PayPal for accounting / HMRC purposes. **"For avoidance of doubt we do not have access to any payment method details"**.

Liability

We agree to take all reasonable measures to protect your data in accordance with applicable laws and in accordance with our General Terms and Conditions:

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

Information Commissioner's Office
45 Melville Street
Edinburgh
EH3 7HL

Email: scotland@ico.org.uk

Tel: 0303 123 1115