

CONSIDERED

PRIVACY POLICY

Considered Jewellery take protection of your personal information very seriously. It is important to us that we are transparent about our collection and use of personal information.

In this privacy policy we tell you what information we collect through any online and mobile website, application and digital service, how we use this information and what your rights are in respect of your personal information whether you are a visitor to our website, make a purchase from us, contact us to enquire regarding the services we offer, engage us to perform services, provide services to us or whether you are a business connection. When we talk about personal information we are only referring to information from which an individual person can be identified.

WHY WE COLLECT YOUR INFORMATION

We may contact you to notify you regarding your purchase or account, to troubleshoot problems with your purchase or account, when you enter a competition or complete a survey, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our Terms and Conditions, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

INFORMATION WE COLLECT

We receive, collect and store any information you enter on our website or provide us in any other way.

In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

HOW WE COLLECT YOUR INFORMATION

We may collect personal information in the following ways:

OUR WEBSITE

Our website enables you to contact us with an initial enquiry. Where you use our 'contact us' facility we will ask you for your name, email address and a brief summary of your enquiry.

As you interact with our website, we may automatically collect information about your equipment, browsing actions and patterns. We collect this personal information by using cookies and other similar technologies.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly. For more information on cookies you can visit [All About Cookies | Online Privacy and Digital Security](#)

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share information about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

DIRECT CONTACT

You may give us your name, address, telephone numbers and email address when you contact us by either email, telephone or post to enquire about our products and services, to inform us of services you can perform for us or if you supply us with contact details or your business card at a networking event or other meeting.

SERVICE DELIVERY

If you engage us to perform business services we will need to register you as a client and for this purpose we will need you to provide your name, address, telephone numbers, email address, bank account and/or payment card details together with information relating to your business. This information may be used in the delivery of our services. We may also require additional information which includes personal information depending on the nature of the services to be provided. We will advise you what information and why such information is required upon you engaging us or at the relevant time the information is requested.

THIRD PARTIES

We may receive information about you from third parties e.g. from a supplier engaged to provide services to you and which services interact with the services we deliver or from a business connection or client who has recommended our services to you. We may further collect personal information about you from publicly available sources such as Companies House.

SOCIAL MEDIA

We may collect your personal information when you engage with us on social media.

HOW WE USE YOUR PERSONAL INFORMATION

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers

We will use the personal information we collect for the following purposes:

- To reply to any general enquiry you make and to provide you with information regarding the products and services we offer.
- To perform the contract for services between us and to carry out any actions you have requested prior to entering into the contract e.g. providing you with a quotation.
- To take payment from you in relation to the purchase of a product or services made by you through our website.
- To manage our relationship with you.
- To comply with our legal and regulatory obligations.
- To undertake credit checks and any checks we deem necessary to confirm your identity.
- To introduce you to or engage the services of third party service providers whose services are required in connection with the provision of the services we will provide.
- To deal with any feedback or complaint you may make.
- To administer, develop and improve our business.
- To protect our business e.g. should it be necessary to commence debt recovery actions or defend any legal claim.
- To make suggestions and recommendations to you about the services we offer which may be of interest to you.
- To contact you with information on our products and services, if you have opted in to this type of communication.

MARKETING

We strive to provide you with choices regarding certain personal information uses, particularly around marketing and advertising. We will get your express opt-in consent before we contact you for marketing purposes.

You can ask us to stop sending you marketing messages at any time by contacting us by one of the contact methods stated below or by following the opt-out links on any marketing message sent to you.

Where you opt out of receiving these marketing messages, this will not apply to personal information provided to us as a result of the provision of services, purchase of product from our website, your service experience or the historic supply of services.

INFORMATION SECURITY

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

These safeguards vary based on the sensitivity of the personal data that we collect and store.

We do not allow our third-party service providers to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

Although we take appropriate measures to safeguard against unauthorised disclosures of personal data, we cannot assure you that your personal data will never be disclosed, altered or destroyed in a manner that is inconsistent with this privacy notice.

INFORMATION RETENTION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

YOUR RIGHTS

You have the right to request:

- Access to your personal information.
- Correction of the personal information that we hold about you.
- Erasure of your personal information.

Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

If you don't want us to process your data anymore, please contact us on the details below.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed. Please do not hesitate to contact us:-

Email address: hello@consideredjewellery.com

Registered office: Empire House, Lewisham Road, Slaithwaite, HD7 5AL

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

UPDATES TO THIS POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Version 1

Dated 2023