**PRIVACY NOTICE**

**Privacy Policy**

**Last updated: July 2024**

**1. Introduction**

Idyllic Hair Nourishment Oil is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal data when you visit our website [**www.idyllichairandskin.com**](http://www.idyllichairandskin.com)place an order, or otherwise interact with us. We are registered with the Information Commissioner's Office (ICO) and comply with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

By using our website and services, you agree to the collection and use of information in accordance with this policy.

**2. Information We Collect**

We may collect the following types of personal data:

* **Personal identification information:** Name, email address, phone number, delivery address, billing address.
* **Payment information:** Details required for processing payments through Stripe or PayPal (please note that we do not store payment information on our servers).
* **Technical data:** IP address, browser type, device identifiers, and other technical information collected through cookies or similar technologies.
* **Purchase history:** Details of the products you have purchased and interactions with customer service.
* **Marketing preferences:** Your consent for receiving marketing communications.

**3. How We Use Your Information**

We collect and process your data for the following purposes:

* **To process orders:** We use your personal and payment information to complete and deliver your orders. Payments are securely processed through **Stripe** or **PayPal**, and we do not store any payment card details on our website.
* **To improve our services:** We use technical and usage data to improve the performance and functionality of our website.
* **Customer service:** We use your contact information to respond to your inquiries or issues.
* **Marketing:** With your consent, we may use your contact information to send promotional materials or updates. You can opt out of these communications at any time by following the unsubscribe link in our emails or by contacting us directly.

**4. Sharing Your Information**

We will never sell or rent your personal information to third parties. However, we may share your information with trusted third parties in the following situations:

* **Payment processors:** Your payment information will be shared with **Stripe** and **PayPal** to facilitate payment transactions. Both processors are PCI DSS compliant and ensure your payment data is secure.
* **Service providers:** We may share information with third-party providers for shipping, email delivery, and analytics, ensuring they adhere to strict confidentiality and data protection agreements.
* **Legal obligations:** We may share data if required by law or in response to valid legal processes.

**5. Data Security**

We take the security of your data seriously and implement various measures to protect it. These include encryption, access controls, and secure data storage systems. Payment transactions are processed through **Stripe** and **PayPal**, which employ advanced encryption technologies to safeguard your financial information.

While we strive to protect your personal data, no transmission of information over the internet is completely secure. Therefore, we cannot guarantee the absolute security of your information.

**6. Data Retention**

We will retain your personal data for as long as is necessary for the purposes outlined in this policy or as required by law. Typically, this means retaining customer records for a period of **six years** for tax purposes.

**7. Your Data Rights**

Under the UK GDPR, you have several rights regarding your personal data:

* **Right to access:** You have the right to request a copy of the personal data we hold about you.
* **Right to rectification:** You can request that we correct any inaccuracies in your personal data.
* **Right to erasure:** In certain circumstances, you can ask us to delete your personal data.
* **Right to restrict processing:** You can ask us to stop processing your data under certain conditions.
* **Right to object:** You can object to our use of your data for direct marketing or other purposes.
* **Right to data portability:** You have the right to request that we transfer your data to another service provider, where applicable.

If you wish to exercise any of these rights, please contact us at **[insert contact email]**. We will respond to your request within **one month** as required by law.

**8. Cookies**

Our website uses cookies to enhance user experience and analyze website performance. You can set your browser to refuse cookies or alert you when cookies are being sent. However, disabling cookies may affect the functionality of the site.

For more details, please refer to our **Cookie Policy**.

**9. Changes to this Privacy Policy**

We reserve the right to modify this Privacy Policy at any time. Any changes will be posted on this page with the updated date. Please review this page periodically to stay informed about how we are protecting your personal data.

**10. Contact Us**

If you have any questions about this Privacy Policy or wish to exercise your data rights, please contact us at:

**Idyllic Hair Nourishment Oil**
**Email:** info@idyllichairandskin.com
**Phone:**
**Address:** Woodside Close, Walsall

You can also lodge a complaint with the ICO at [**www.ico.org.uk**](http://www.ico.org.uk) if you believe your data has not been handled correctly.

By using our website and purchasing our products, you acknowledge that you have read, understood, and agree to be bound by this Privacy Notice.