

Privacy Policy

Welcome to our privacy policy

Your privacy is exceptionally important to us.

Our Privacy Policy was last updated on 19th September 2022.

Willow and Hobbs is located at:

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Wainfleet St Mary
Lincolnshire
PE24 4HB

Email: info@willowandhobbs.co.uk

Moblie: 07801 454040

This Privacy Policy describes our policies and procedures on the collection, use and disclosure of your information when you use our website and tells you about your privacy rights and how the law protects You.

We use your Personal data to help understand how visitors use our website. By using our website, you agree to the collection and use of information in accordance with this Privacy Policy.

Definitions

For the purposes of this Privacy Policy:

- "Company" (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Willow and Hobbs.
- "Country" refers to the United Kingdom.
- "Cookies" are small files that are placed on your computer, mobile device or any other device by a website, containing the details of your browsing history on that website among its many uses.
- "Device" means any device that can access the website such as a computer, mobile phone or a digital tablet.
- "Personal Data" is any information that relates to an identified or identifiable individual.

- "Service Provider" means any natural or legal person who processes the data on behalf of the company. It refers to third-party companies or individuals employed by Willow and Hobbs to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analysing how the website is used.
- "Usage Data" refers to data collected automatically, either generated by the use of the website or from the website infrastructure itself (for example, the duration of a page visit).
- "Website" refers to Willow and Hobbs, accessible from www.willowandhobbs.co.uk
- "You" means the individual accessing or using the website, or the company, or other legal entity on behalf of which such individual is accessing or using the website, as applicable.

Collecting and Using Your Personal Data

Types of Data Collected

Personal Data

While using our website, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:

Email address

First name and last name

Phone number

Full address including city/town, county and postcode

Usage Data

Usage Data is collected automatically when using our website.

Usage Data may include information such as your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Cookies

We use Cookies and similar non-identifying tracking technologies to track the activity on and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyse our website trends and your experiences. The technologies we use may include:

- Cookies or Browser Cookies. A cookie is a string of information that a website stores on a visitor's computer. You can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some

parts of our website. Unless you have adjusted your browser setting so that it will refuse Cookies, our website may use Cookies.

- **Necessary / Essential Cookies**

Type - Session Cookies Administered by us and in use on our website.

Purpose - These Cookies are essential to provide you with services available throughout the website and to enable you to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services that you require cannot be provided and we only use these Cookies to provide you with those required services.

- Using our website - by choosing not to set your browser to refuse cookies and continuing to navigate our website, you hereby agree to Willow and Hobbs use of cookies.

Use of Your Personal Data

Some visitors may wish to interact with Willow and Hobbs that requires us to collect personally identifying information. Willow and Hobbs may use this Personal Data for the following purposes:

- To provide and maintain our service, including to monitor the usage of our website.
- To contact you: To contact you by email, telephone calls, SMS, or other equivalent forms of electronic communication.
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about, unless you have opted not to receive such information.
- To manage your requests: To attend and manage your requests to us.
- For other purposes: We may use your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our website, products, services, marketing and your experience.

Willow and Hobbs will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Willow and Hobbs will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our website, or we are legally obligated to retain this data for longer time periods.

Security of your personal data

Willow and Hobbs will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. The security of your personal information is

of the utmost importance to use, however, no electronic transmission can ever be 100% secure. We will, however, ensure we use all commercially acceptable means to protect your personal information.

Links to Other Websites

Our website may contain links to other websites that are not operated by us. If You click on a third party link, You will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time, at our discretion. We, therefore, encourage visitors to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page and your continued use of our website after any such change, constitutes your acceptance of these changes.