



Privacy Policy

We value your privacy and appreciate that you trust us to protect that information. This Privacy Policy explains what information we collect from you, why we collect it, and how we protect it. It also summarises your rights and tells you how you can exercise those rights.

However, this policy does not apply to information about you collected by third party websites that may post links or advertisements on or otherwise be accessible from our website. The information collected by these third-party websites is subject to their own privacy policies.

Who we are

The party referred to as “we” or “our” in this Privacy Policy is The Hamlet. Our data protection officer is JoAnne Starling and can be contacted on:

Telephone: 01942 824 250

Email: dpo@hope.wigan.sch.uk

What information do we collect?

This section of our Privacy Policy describes the categories of information collected by The Hamlet, whether collected automatically, or provided voluntarily by you.

Information collected automatically:

- your IP address
- the internet browser and device you use
- data passed through applications you may download via our website
- the date and time you visit, and how you use our website and access its content
- if you place any orders, your purchase and payment history

If you are a registered customer of The Hamlet, we link this automatically-collected data to the other information we collect about you described below. We use this information for a variety of purposes described below.

Information you provide when you create an account or make a purchase:

- name
- contact details (such as e-mail address, physical address, telephone numbers)
- password
- payment information (such as credit card or bank account details)

Information you provide when you personalize a product

When you personalize a product on our website, you may provide text or images that contain personal information, such as contact details on a business card.

You have the option not to provide personal information. However, doing so may prevent you from using some of our website features or placing orders for our products.

Why do we collect this information?

We use the information that we collect about you for the following purposes:

- fulfil your order and provide related customer service;
- maintain, improve, and administer our website,
- inform you about products and services that might be of interest to you,
- provide co-branded offers with our partners,
- improve or personalize your online experience, our services, and our communications with you,
- identify and prevent fraud,
- enhance the security of our network and information systems,
- better understand how visitors use our website, and to determine the effectiveness of promotional campaigns and advertising.

Who has access to your information?

We limit access to your information to employees who have a need to use the information and are obligated to protect that information and keep it confidential. We may also share your information with other companies in the Cimpress group. All Cimpress group companies have a contractual obligation to comply with the terms of this privacy policy and to protect your information.

We may also provide the information we collect about you to other companies, who may process the information on our behalf, including companies that assist us with:

- Fulfilling or delivering your order
- Storing and securing data
- Processing payments
- Marketing, analytics, and fraud detection activities; or
- Customer service

We may also share the information as required or permitted by law, such as when we believe such disclosure is appropriate to cooperate with an investigation of activities claimed to be unlawful, to enforce our Terms of Use, or to protect our rights or property or those of others.

Finally, we may provide your information to one or more third parties (grant applications???) in the event of a merger, acquisition, or corporate reorganization involving us.

How long do we keep your information?

We only retain your personal information for as long as is necessary for the purpose for which it is provided or because we are legally required to do so. Photos will be kept for 90 days.

What rights do you have to access and control the use of your information?

You have the right to

- access your personal information
- unsubscribe from marketing or withdraw any specific consents you gave us
- request a copy of the personal information that is being processed by us
- have errors in your personal information corrected
- have your personal information deleted (or altered so that you are not identifiable) or to restrict the ways in which we use your information – but in either case, only under specific circumstances prescribed by law
- lodge a complaint with your data protection authority (ICO)

How you can exercise these rights?

You can contact The Hamlet to exercise any of the rights listed above by going to the Contact Us page on this website.

You can also make your request by writing to The Hamlet, Three Sisters Rd, Ashton-in- Makerfield, Wigan, WN4 8DD. Please provide your name, e-mail address, mailing address and telephone number(s) and your specific request.

Even if you choose to be placed on the Do-Not-E-mail, Do-Not-Call, and/or Do-Not-Mail lists, we may still communicate with you using any of these methods regarding your orders, your account or other administrative purposes.

How do we protect your information?

We maintain physical, electronic, and procedural safeguards designed to help us protect your personal information. For example, we use Secure Socket Layer (SSL) technology to encrypt your credit card information when you purchase products through our website. When you establish an account at The Hamlet, you choose a password to help protect your account information. You should select a strong password and keep it safe. You may change the password as often as you wish by going to My Account.

When you submit your personal information to us, we will store it on a secure server. Access will be restricted to staff dealing with your order or account. Data will only be stored for as long as necessary, in line with the data retention policies.