**Our Privacy Policy**

With the new General Data Protection Regulation (GDPR) that came into effect on 25th May 2018, we want to ensure that you fully understand the information we hold about you and the reasons why we hold it.

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address. FETCH.IT does not share customer information, including email or postal mail address, phone numbers etc, with anyone. It is not our policy to spam or send unwanted mail. Any email sent will only be to notify of new or sale items, or to acknowledge any orders we have received.

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We will collect and store any personal data that you may volunteer whilst using our services, e.g. placing an order of joining our e-mail newsletter/entering a competition.

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The type of information that we will collect will include – Your title and name, your address, contact telephone numbers, e-mail address, order and payment details. Details may be forwarded securely to other parties in order to fulfil this order only. These will include delivery and payment partners. Our website is hosted by Wix. They provide us with the online e-commerce platform that allows us to sell our products and services to you. Our payment services are completed by Stripe. Please refer to their policies.  Your data is stored through Stripe’s data storage, databases and the general application. They store your data on a secure server behind a firewall.

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We will collect and store information about you to allow us to process and fulfil any order requirements and to provide you with information to keep you up to date on products or offers we run occasionally. We may also use your information to contact you for market research purposes by email or mail. You can opt out of this at any time, either by writing to us or emailing us.

How long do we keep your information?

We will never keep your information longer than necessary. Order details will be kept on file indefinitely unless you specifically ask us to remove them. This is to ensure we can contact you should an issue arise.

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Your rights regarding your information:

Under the new GDPR, you are entitled to:

-access the personal details we hold about you. This will be completed with 30 days of your request and, in most cases, you will not be charged for this-correct the data we hold about you where it is incorrect, incomplete or out of date

-request the cessation of specific direct marketing

-withdraw your consent to us holding your data at any time

-be notified of any data breaches that may occur. In the very unlikely event that this happens, you will be informed as soon as possible.

Should you wish to obtain a copy of the data we hold about you, you can contact us by email

**Fetch.it.business@gmail.com**

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Please be aware that in addition to the information that you supply to us, information and data may be automatically collected through the use of cookies. Cookies are small files stored within your web browser from our website. Cookies do not collect personal information about you nor do they allow us to access your computer in any way. All information is collected lawfully and in accordance with the Data Protection Act 1998. You can choose to accept or decline cookies. All web browsers automatically accept cookies, you can modify your browser security settings to block cookies although you should be warned that changing cookie settings can adversely affect the performance of our website.

If you have any further questions please contact us at fetch.it.business@gmail.com