Ellenware Ceramics Privacy Policy

**The type of information we collect**

Ellenware Ceramics 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 information**

You directly provide Ellenware Ceramics with most of the data we collect. We collect data and process data when you:

* Register online or place an order for any of our products.
* Voluntarily complete a customer survey or provide feedback on any of our messages or via email.
* Use or view our website via your browser’s cookies

**How we will use your data**

Ellenware Ceramics collects your data so that we can:

* Process your order and manage your account.
* Email or message you with information or offers that we think you might like.
* Liaise with you regarding queries and returns.
* To comply with any applicable laws and regulations.

When Ellenware processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

**How we store, use, share and disclose our site visitors' personal information**

Ellenware Ceramics is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products 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 Ellenware Ceramics 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.

**Marketing**

Ellenware Ceramics would like to send you information about new pieces available online or to promote shows and shops where you can buy from our range.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Ellenware Ceramics from contacting your for marketing purposes.

If you no longer wish to be contacted for marketing purposes please email: Ellenwareceramics@icloud.com

**What are your data protection rights?**

Ellenware Ceramics would like to make sure you are fully aware of all your data protections rights. Every user is entitled to the following:

* The right to access – you have the right to request Ellenware Ceramics for copies of your personal data. We may charge you a small fee for this service.
* The right to rectification – you have the right to request that Ellenware Ceramics correct any information you believe is inaccurate. You also have the right to request Ellenware Ceramics to complete information you believe in incomplete.
* The right to erasure – You have the right to request that Ellenware Ceramics erase your personal data, under certain conditions.
* The right to restrict processing – you have the right to request that Ellenware restrict the processing of your personal data, under certain conditions.
* The right to object to processing – you have the right to object to Ellenware Ceramics’ processing of your personal data, under certain conditions.
* The right to data portability – you have the right to request that Ellenware Ceramics transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: ellenwareceramics@icloud.com

**What are cookies?**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

**What types of cookies do we use?**

First-Party Cookies

| **Strictly Necessary** | |  |  | |
| --- | --- | --- | --- | --- |
| **Cookie name** | | **Duration** | **Purpose** | |
| ForceFlashSite | | Session | When viewing a mobile site (old mobile under m.domain.com) it will force the server to display the non-mobile version and avoid redirecting to the mobile site | |
| hs | | Session | Security | |
| smSession | | Persistent (Two days or two weeks) | Identifies logged in site members | |
| XSRF-TOKEN | | Session | Security | |
| **Functionality** |  | | |  |
| **Cookie name** | **Duration** | | | **Purpose** |
| svSession | Persistent (Two years) | | | Identifies unique visitors and tracks a visitor’s sessions on a site |
| SSR-caching | Session | | | Indicates how a site was rendered. |
| smSession | Persistent (Two weeks) | | | Identifies logged in site members |

**Third-Party Cookies**

| Functionality |  |  |
| --- | --- | --- |
| Cookie name | Duration | Purpose |
| TS\* | Session | Security |
| TS01\*\*\*\*\*\*\* | Session | Security |
| TSxxxxxxxx (where x is replaced with a random series of numbers and letters) | Session | Security |
| TSxxxxxxxx\_d (where x is replaced with a random series of numbers and letters) | Session | Security |

**How to manage cookies**

You can set your browser not to accept cookies. However, in a few cases, some of our website features may not function as a result.

**Privacy policies of other websites**

Ellenware Ceramics website contains links to other websites. Our privacy police applies only to our website, so if you click on a link to another website, you should read their privacy policy.

**Privacy policy updates**

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.

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