PRIVACY POLICY

What type of information do we collect?

We 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 do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

We collect such Non-personal and Personal Information for the following purposes:

To provide and operate the Services;

To provide our Users with ongoing customer assistance and technical support;

To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;

To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;

To comply with any applicable laws and regulations.

Why do we collect such personal information?

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services 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.

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

All direct payment gateways offered by Wix.com and used by our company 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.

How do we communicate with your site visitors?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How can site visitors withdraw their consent?

If you don’t want us to process your data anymore, please contact us at questions@nakednecessities.co.uk or send us mail to: 11 Follet road, Topsham, Devon EX30JP.

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.

Questions and our contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at questions@nakednecessities.co.uk or send us mail to: 11 Follet road, Topsham, Devon, EX30JP.

Terms and Conditions

1. Supplier identification

ww.nakednecessities.co.uk is a site operated by Naked Necessities LTD.

We are registered in England under company number 11140219 and with our registered office at 11 Follet road, Topsham, Devon, EX30JP.

Our main trading address is: 11 Follet road, Topsham, Devon, EX30JP.

2. Privacy Policy & Cookies

The website is owned by Naked Necessities LTD. and the data controller is Wix.com.

Contract execution

Your personal data will be used to provide the information, goods and services offered through our website to you, for billing and order fulfilment.

Email newsletter

If you sign up to our newsletter we may use your email address to send you information about products or services.

You can opt out of these at any point and you can ask for personal data to stop being recorded at any time.

Cookies & monitoring

Monitoring is important for your consumers to understand what information you are collecting from visits. It is important that you stress the reasons why you are monitoring this traffic. Remember to mention any 3rd party services you are using that may collect cookies also, such as Google Analytics.

A cookie is a small text file that we store on your device. Our website uses cookies to distinguish from other users of you website. Cookies also provide us with information about how this website is used so we can keep it as up to date, relevant and error-free as possible.

Strictly necessary cookies - These are cookies that are essential to the operation of our website.

Analytical/performance cookie - These cookies allow us to recognise and count the number of visitors to our website.

Functionality cookies - These cookies are used to recognise you when you return to our website.

Targeting Cookies - These cookies record your visit to our website, the pages you have visited and the links you have followed.

We may monitor traffic to our site and collect the following information:

The IP address of your computer.

The referring website from which you have got to our website from.

The reasons for this are:

To make ongoing improvements to our website based on this data.

To see our most popular sources of business.

Disclosure of personal data

We may disclose your personal data:

To other companies within our group.

If we sell our business.

To agents and service providers.

In cases where we are required by law to pass on information or if we believe action is necessary for fraud, cyber crime or to protect the website, rights, personal safety of person/s.

We may also disclose aggregate statistics about visitors to our website (customers and sales) in order to describe our services to prospective partners (advertisers, sponsors) and other reputable third parties and for other lawful purposes, but these statistics will include no personally identifiable information.

If you are concerned about your data, you have the right, subject to the payment of a small fee to request access to personal data which may hold or process about you.

3. Product information

Describe any conditions specific to your product such as the restriction of sale for age-restricted products and services.

4. Right to cancel

All customers have the right to cancel their orders under the The Distance Selling Regulations which gives consumers extra protection when buying online. Specific legislation here that applies is regulation of The Distance Selling Regulations.

You have the right to cancel the purchase of a good without having to give a reason at any time within the "cooling off period" of seven working days, beginning on the day after you receive the goods.

If you are in possession of the goods you are under the duty to retain them and take reasonable care of them. You must send the goods back to us to our contact address at your own cost (unles we delivered the item to you in error or the item is damaged or defective) as soon as possible once you have canceled the contract.

We reserve the right to make a charge not exceeding our direct costs of recovering the goods if you do not return the goods or return them at our expense.

Once you have notified us that you wish to cancel the contract, any sum debited to us will be refunded to you as soon as possible and in any event within 30 days of your cancellation.

You will not have any right to cancel a purchase for the supply of any of the following goods:

for the supply of goods the price of which is dependent on fluctuations in the financial market which cannot be controlled by the retailer.

for the supply of good made to your specifications or clearly personalised or which by reason of their nature cannot be returned or are liable to deteriorate or expire rapidly.

for the supply of audio or video recordings or computer software if they are unsealed by you.

for the supply of newspapers, periodicals or magazines.

for gaming, betting or lottery services.

5. Notices

All notices you send us must be sent to the contact details on this site (link). We may give notice to you at either the email or postal address you provide to us when making a purchase. (Notice will be deemed received and properly served 24 hours after an email is sent or three days after the date of posting of any letter.) In providing the service of any notice, it will be sufficient to prove, in the case of a letter, that the letter was properly addressed, stamped and placed in the post and, in the case of an email that the email was sent to the specified email address of the addressees.

6. Conclusion

These terms are governed by English law. Any contract for the purchase of goods from this site and any dispute or claim arising out of or in connection with any such contract will be governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction. However, if you are a resident in Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident in Scotland you may also bring proceedings in Scotland.