BuySoapOnline Ltd (buysoaponline.com) Privacy Policy

**Our contact details**

Name: BuySoapOnline Ltd

Address: 4 St Mary’s Mews, 3 West Street, Exeter, EX1 1BB

Phone Number: NA

E-mail: Jamie@buysoaponline.com

This privacy policy was last updated on the date shown in the footer.

**The type of personal information we collect**

We currently collect and process the following information:

* Username
* Name, address, email address, contact number
* Other delivery notes added at the buyer’s discretion

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* To process and deliver your order
* If you choose to receive our newsletter
* When reviewing us on TrustPilot

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting jamie@buysoaponline.com**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a legitimate interest.**

We only collect information where it is submitted to us wilfully by the individual in order to process their order. We only ask for information we deem necessary to fulfil our duty as their vendor for the transaction.

We keep all of our data securely. We use the systems of trusted couriers to process shipping labels using the information that you have given us. Occasionally, orders will be fulfilled by third party vendors who will only receive name and address details to fulfil the order on our behalf. No card details will ever be passed on to any other company.

We will not share personal data with any other parties for any reason that is not directly related to your order, or the TrustPilot review thereafter.

We use Stripe and PayPal (chosen by the customer during the checkout process) to deal with all card transactions, and do not possess any credit or debit card data in-house.

**How we store your personal information**

Your information is securely stored on our site servers which are protected by strong passwords and SSL Certificates.

We keep your address and contact indefinitely, unless it’s requested for removal. We will then dispose your information by full deletion from our system and our Mailchimp account (through which we manage our contacts).

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Jamie@buysoaponline.com if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [Insert your organisation’s contact details for data protection queries].

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Tell people how to make a complaint to you here. Include the ICO’s address.