

Hidebound Ltd.

Privacy Policy

Hidebound Ltd is committed to protecting and respecting all individual's privacy using our website.

Customer orders (including all Personal Data) are held in a secure database as provided by Discovery Design (see below) who host this website.

- We only use your Personal Data to send you the requested goods.
- We hate spam too, so we will never pass your Personal Data to anybody else for any reason.
- We keep Orders and the Personal Details they contain for as short a time as possible.

To be sure you have received and are happy with the goods that we have sent, we will securely retain your Order and Personal Data for no longer than 42 days (6 weeks) from the receipt of your order. At which point it will be automatically deleted. This will not affect your rights as set out in our [Returns Policy](#).

Our Lawful Bases

Our Lawful basis for processing personal data to send your requested order is **Contract**.

Being when a customer makes an online purchase on our website, one of our listed Processors processes the Personal Data in order to deliver the requested goods.

Our Lawful basis for processing personal data to send customers our newsletter, promotions & available offers via email is Consent.

Being when a customer actively requests that we add them to our newsletter, promotions & available offers via email list.

Contact Page

If you contact us via the form on our [Contact Us](#) page, none of the data you provide will be stored in the website's database or passed onto any third party.

It will be emailed directly to us via Discovery Design's (see below) system.

While Discovery Design's (see below) email servers are secure, not all other email servers can be considered totally secured. So, we recommend that you consider this as an insecure form of contact and not include personal, confidential or sensitive information.

Newsletter, promotions & available offers via email

If you choose to sign up to our newsletter, promotions & available offers via email we'd like to let you know that we use Mailchimp (see below) to keep your personal data secure and organised. We will never pass any of your data on to anyone else.

Our newsletters (sent via Mailchimp) each contain an automatic unsubscribe link. Alternatively, you may contact us directly to unsubscribe either via the contact page of this website at <https://www.hidebound.co.uk/contact/> or on 01833 908088.

We retain customer information for our newsletter, promotions & available offers via email only as stated at the point of subscription during ordering and as requested. We will never pass your data on. It will be held securely on Mailchimp.

You must be 16 years old to sign up for our Newsletter, promotions & available offers via email.

Third Party Data Processors.

Our third party processors are:

Discovery Design who host our site.

[Discovery Design](#)

who's Privacy Policy is available [here](#)

Mailchimp for our newsletter.

mailchimp.com

who's Privacy Policy, terms of use etc is available [here](#)

Website Information

Cookies

The Hidebound Ltd website as provided by Discovery Design uses cookies to keep track of the contents of customers' shopping baskets during the checkout process. This identifier is attached to the order which is kept for no longer than 42 days (6 weeks) from the receipt of your order.

Google Analytics

This website utilises Google Analytics to track people using the site. This tracking Data is used to ascertain the number of people using the site so that we can understand how our site is being used.

While Google Analytics records data such as location, internet browser, device and operating system this information is not passed on to Hidebound Ltd.

Facebook Pixel

This Cookie is placed by Facebook. It enables Hidebound to measure, optimise, and build audiences for advertising campaigns served on Facebook. In particular it enables Hidebound to see how our users move between devices when accessing the Hidebound web site and Facebook, to ensure that Hidebound's Facebook advertising is seen by our users most likely to be interested in such advertising by analysing which content a user has viewed and interacted with on the Hidebound website.

Data Breaches

If we become aware of any unlawful breach of this website or database the breach will be reported to any and all relevant authorities and persons within 72 hours.

Relevant legislation.

Hidebound Ltd's Privacy Policy is designed to comply with the following legislation:
EU General Data Protection Regulation 2018 (GDPR)

Data Controller

Hidebound Ltd
Company number
05139241
Quaker Yard
Rear of 24 Newgate
Barnard Castle
Co. Durham
DL12 8NG
United Kingdom
01833 908088

Data Protection Officer.

Sarah Roberts, who can amend or delete any personal data held as requested. You can contact her on enquiries@hidebound.co.uk or our contact form or 01833 908 088.