

PRIVACY POLICY

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Our contact details

Name: Thais Verhasselt

Phone Number: (+44) 0773 829 1006

E-mail: teeverse.photography@gmail.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses
- Contact preferences
- Billing addresses
- Debit/credit cards numbers

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 deliver and facilitate delivery of services to the user.
- To respond to user inquiries/offer support to users.
- To send administrative information to you
- To fulfil and manage your orders.
- To enable user-to-user communications.
- To request feedback.

- To determine the effectiveness of our marketing and promotional campaigns.
- To send newsletters to interested parties.

[If applicable] We also receive personal information indirectly, from the following sources in the following scenarios:

- We automatically collect certain information when you visit, use or navigate the Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services, and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

We use the information that you have given us in order to log and usage data, location data, billing and dispatch purposes.

We may share this information with the following stakeholders as appropriate:

- Accountancy services
- IT development services

Under the UK General Data Protection Regulation (UK 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 teeverse.photography@gmail.com

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

- We keep Email addresses and Contact preferences for 2 years. We will then dispose your information by deleting your details from the system.

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 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 teeverse.photography@gmail.com or by [post](#) if you wish to make a request.

Our Services

Shop in confidence

We take pride in the prints and other products we provide. We will be proofing all of the products individually before dispatching them over to you. If you're not happy with a purchase that you made on our website, for any reason, please be in contact first to discuss options. We will get back to you within **3-4 business days**.

Delivery

All the products are printed in limited numbers to ensure the highest quality finish. Shipping costs may vary depending on your location and would be added to the final price of your order. You should receive your order within **5-9 business days**.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at teeverse.photography@gmail.com or by [post](#). 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: (+44) 0303 123 1113

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