

Privacy Notice

This is the privacy notice of Kate's Paper Money. In this document, "we", "our", or "us" refer to Kate's Paper Money.

Registered owner: Kate Gibson T'as Kate's Paper Money
PO Box 819, Camberley, Surrey, GU16 6ZU, United Kingdom

Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.
3. We take the protection of your privacy and confidentiality seriously. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you with regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant, then we shall immediately stop processing your data.

If the basis changes, then if required by law, we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

1. Information we process because we have a contractual obligation to you

When you create an account on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

To carry out our obligations under that contract, we must process the information you give us. Some of this information may be personal information.

We may use it to:

- 1.1. verify your identity for security purposes
- 1.2. sell products to you
- 1.3. provide you with our services
- 1.4. provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example, to monitor our performance concerning a particular product or service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you

more information about our business, including our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example, to monitor the performance of a specific page on our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

I use MailChimp as a way of managing my mailing list, and your details are also stored on their servers (click the links to find out more about their [Privacy Policy](#) and [Terms of Use](#))

You may withdraw your consent at any time by instructing us kate@katespapermoney.co.uk. However, if you do so, you may not be able to use our website or our services further.

3. Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

Specific uses of information you provide to us

4. Information provided on the understanding that it will be shared with a third party

Our website allows you to post information to that information being read, copied, downloaded, or used by other people.

In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it.

We do not specifically use this information except to allow it to be displayed or shared.

We do store it, and we reserve a right to use it in the future in any way we decide.

Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion, we may agree to your request to delete personal information that you have posted. You can request this by contacting us at kate@katespapermoney.co.uk.

5. Complaints regarding content on our website

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

6. Information relating to your method of payment

Online payment information is never taken by us or transferred to us either through our website or otherwise.

At the point of payment, you are transferred to a Secure page on the website of Global Iris or PayPal. That page may be branded to look like a page on our website, but we do not control it.

Click the links to find out more about their Privacy policies:

<https://www.paypal.com/en/webapps/mpp/ua/privacy-full> &
<https://www.globalpaymentsinc.com/en/privacy-statement>

7. Sending a message to our support team

When you contact us, whether through our website or by e-mail, we collect the data you have given to us to reply with the information you need.

We record your request and our reply to increase the efficiency of Kate's Paper Money.

We keep personally identifiable information associated with your messages, such as your name and email address to be able to track our communications with you to provide a high-quality service.

8. Complaining

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

Use of information we collect through automated systems when you visit our website

9. Cookies

9.1 To comply with the EU e-Privacy Directive, we are required to tell you about how this website uses cookies.

Our code uses “session cookies” which are stored in your computer's memory and which do not collect any information from your computer. Session cookies exist only for the duration of your visit – when the browser is closed or has been inactive for 20 minutes, all session cookies are deleted from your computer's memory.

We use session cookies to:

- Keep track of your shopping basket – the contents of your basket are stored in our database, the cookie contains only the id of your basket and is not created until you add an item to your basket
- Keep track of your chosen shopping currency (GBP, USD or EUR) and the exchange rate for that currency
- Keep track of your user id, if you have logged-in
- Keep track of loyalty point spending / earning for your current order, if you have logged-in and are a member of our loyalty scheme

All of these session cookies are essential to the operation of our website. Without them, you would not be able to place an order. A single cookie is saved on your computer which is simply used to identify your current session. This is what allows you to close and reopen your browser without losing the contents of your shopping basket.

If you have an account and tick the “Keep me signed in” option when you sign in, then to make this possible we have to create three cookies on your computer to store your:

- Customer ID
- Default Currency
- Loyalty scheme membership

Our site uses Google Analytics to help us understand how people find and use our website. Google's code creates cookies to provide us with this information. An explanation of how Google Analytics uses cookies can be found [here](#).

If you refuse cookies, you will not be able to place an order on our website.

9.2 Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our websites, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

10. Our use of re-marketing

Re-marketing involves placing a cookie on your computer when you browse our website to be able to serve you an advert for our products or services when you visit some other website.

We may use a third party to provide us with re-marketing services from time to time. If so, then if you have consented to our use of cookies, you may see advertisements for our products and services on other websites.

Disclosure and sharing of your information

11. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

No such information is personally identifiable to you.

12. Third party advertising on our website

Third parties may advertise on our website. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects information about you when their advertisement is displayed on our website.

They may also use other techniques such as cookies or JavaScript to personalise the content of and to measure the performance of their adverts.

We do not have control over these technologies or the data that these parties obtain. Accordingly, this privacy notice does not cover the information practices of these third parties.

13. Credit reference

To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

14. Data may be processed outside the European Union

Our website is hosted in Germany.

We may also use outsourced services in countries outside the European Union from time to time in other aspects of our business.

Accordingly, data obtained within the UK or any other country could be processed outside the European Union.

For example, some of the software our website uses may have been developed in the United States of America or Australia.

We use the following safeguards concerning data transferred outside the European Union:

- 14.1. The processor is within the same corporate group as our business or organisation and abides by the same binding corporate rules regarding data processing.

15. Access to your personal information

- 15.1. At any time you may review or update personally identifiable information that we hold about you, by signing in to your account on our website.
- 15.2. To obtain a copy of any information that is not provided on our website you may send us a request at kate@katespapermoney.co.uk.
- 15.3. After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

16. Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at kate@katespapermoney.co.uk.

This may limit the service we can provide to you.

17. Verification of your information

When we receive any request to access, edit or delete personally identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

Other matters

18. Use of site by children

- 18.1. We do not sell products or provide services for purchase by children, nor do we market to children.
- 18.2. If you are under 16, you may use our website only with consent from a parent or guardian
- 18.3. We collect data about all users of and visitors to these areas regardless of age, and we anticipate that some of those users and visitors will be children.

- 18.4. Such child users and visitors will inevitably visit other parts of the site and will be subject to whatever on-site marketing they find, wherever they visit.

19. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or another trust mark in your browser's URL bar or toolbar.

20. How you can complain

- 20.1. If you are not happy with our privacy policy or have any complaint then you should tell us by email. Our address is kate@katespapermoney.co.uk.
- 20.2. <http://katespapermoney.co.uk/page.asp?ID=3>
- 20.3. If a dispute is unsettled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in the process of mediation or arbitration.
- 20.4. If you are in any way dissatisfied with how we process your personal information, you have a right to complain to the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

21. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- 21.1. to provide you with the services you have requested;
- 21.2. to comply with other law, including for the seven-year period demanded by our tax authorities;
- 21.3. to support a claim or defence in court.

22. Compliance with the law

Our privacy policy has been compiled to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

23. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us.