

## **PRIVACY POLICY**

JOAN is the Data Controller of this website and can be contacted via rebecca@houseofjoan.co.uk. JOAN (“Website”) is governed by the following Privacy Policy.

We respect your privacy and are committed to protecting it. The purpose of this Privacy Policy is to inform you what information we may collect and how it may be used. This statement only applies to this Website.

### **WHAT INFORMATION DO WE COLLECT AND HOW IS IT USED?**

**Information You Voluntarily Submit to the Website:** We may collect personal information from you such as your name and email address. For example, you may voluntarily submit information to the Website by subscribing to a newsletter or submitting a contact form.

**Information We Collect from Others:** We may receive information about you from other sources. For example, if you use a third-party software through the site, they may transfer information to us for fulfillment.

**Automatically-Collected Information:** We automatically collect certain information about you and the device with which you access the Website. For example, when you use the Website, we will log your IP address, operating system type, browser type, referring website, pages you viewed, and the dates/times when you accessed the Website. We may also collect information about actions you take when using the Website, such as links clicked.

**Cookies:** We may log information using cookies, which are small data files stored on your browser by the Website. We may use both session cookies, which expire when you close your browser, and persistent cookies, which stay on your browser until deleted, to provide you with a more personalised experience on the Website.

### **HOW YOUR INFORMATION MAY BE USED**

We may use the information collected in the following ways:

- To operate and maintain the Website;
- To send you promotional information, such as newsletters - each email promotion will provide information on how to opt-out of future mailings;
- To send you administrative communications, such as administrative emails, confirmation emails, technical notices, updates on policies, or security alerts;
- To respond to your comments or inquiries;
- To provide you with user support;
- To track and measure use of the Website;
- To protect, investigate, and deter against unauthorised or illegal activity.

## **THIRD-PARTY USE OF PERSONAL INFORMATION**

The Website may use third-party service providers to service various aspects of the Website. Each third-party service provider's use of your personal information is dictated by their respective privacy policies. The Website currently uses the following third-party service providers:

- Squarespace – our Website is hosted by Squarespace, please refer to their cookie and privacy policy for further details.
- Mailchimp – this service is used for delivery of email updates and newsletters. We store your name and email address for purposes of delivering such communications.
- Google Analytics – this service tracks Website usage and provides information such as referring websites and user actions on the Website. Google Analytics may capture your IP address, but no other personal information is captured by Google Analytics.

At this time, your personal information is not shared with any other third-party applications. This list may be amended from time to time at the Website's sole discretion.

Except when required by law, we will not sell, distribute, or reveal your email addresses or other personal information without your consent.

## **ANONYMOUS DATA**

From time to time, we may use anonymous data, which does not identify you alone, or when combined with data from other parties. This type of anonymous data may be provided to other parties for marketing, advertising, or other uses. Examples of this anonymous data may include analytics or information collected from cookies.

## **COOKIES**

The Website uses cookies to store visitors' preferences, record user-specific information on what pages users access or visit. Cookies may also be used by third-party services, such as Google Analytics, as described herein.

Users may, at any time, prevent the setting of cookies, by the Website, by using a corresponding setting on your internet browser. Furthermore, already set cookies may be deleted at any time via an internet browser or other software programs. However, if users deactivate the setting of cookies not all functions of our Website may be entirely usable.

## **RIGHTS RELATED TO YOUR PERSONAL INFORMATION**

**Opt-out** – You may opt-out of future email communications by following the unsubscribe links in our emails. You may also notify us at [rebecca@houseofjoan.co.uk](mailto:rebecca@houseofjoan.co.uk) to be removed from our mailing list.

**Access** – You may access the personal information we have about you by submitting a request to [rebecca@houseofjoan.co.uk](mailto:rebecca@houseofjoan.co.uk).

**Amend** – You may contact us at [rebecca@houseofjoan.co.uk](mailto:rebecca@houseofjoan.co.uk) to amend or update your personal information.

**Forget** – In certain situations, you may request that we erase or forget your personal data. To do so, please submit a request to [rebecca@houseofjoan.co.uk](mailto:rebecca@houseofjoan.co.uk).

Please note that we may need to retain certain information for recordkeeping purposes or to complete transactions, or when required by law.

### **CHILDREN'S INFORMATION**

The Website does not knowingly collect any personally identifiable information from children under the age of 16. If a parent or guardian believes that the Website has personally identifiable information of a child under the age of 16 in its database, please contact us immediately at [rebecca@houseofjoan.co.uk](mailto:rebecca@houseofjoan.co.uk) and we will use our best efforts to promptly remove such information from our records.

### **CONTACT INFORMATION**

At any time, please contact us at [rebecca@houseofjoan.co.uk](mailto:rebecca@houseofjoan.co.uk) for questions related to this Privacy Policy.

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