



## Privacy Policy

At Super Nail & Beauty we make every effort to ensure we protect your personal information.

The websites [www.supernail.co.uk](http://www.supernail.co.uk) and [www.zoyapolish.co.uk](http://www.zoyapolish.co.uk) (the "Website") is owned and operated Super Nail & Beauty. In this Privacy Policy ("Policy"), the terms "Super Nail & Beauty", "we", "us" and "our" mean Super Nail & Beauty Ltd.

This Policy, in conjunction with our [Terms and Conditions](#), explains how Super Nail & Beauty may use the information we collect about you, as well as the rights you have over any personal information we hold about you.

Please read this Policy and our [Terms and Conditions](#) carefully; by accessing the Website you confirm to have understood and agreed to them.

If you have questions or complaints regarding our privacy policy or practices, please contact us at [info@supernail.co.uk](mailto:info@supernail.co.uk).

## Information we collect

We collect information about you (such as your name, email address, phone number shipping address, transaction details and credit card information) when you:

- visit the Website;
- register on or buy products on the Website;
- take part in our promotions, competitions, customer surveys and questionnaires;
- or
- contact us via e-mail, phone or letter.

We may choose to add to this data by collecting information from other sources such as Information Service Companies. This additional data helps us to check the accuracy of the data we hold about you and to send you the most relevant offers and promotions.

## How we use your information

We collect your personal information to help Super Nail & Beauty better understand you and to enable us to personalise your experience with Super Nail & Beauty, including offers, promotions and services to meet your needs. We use your information to:

- personalise our services, offers and promotions to you;
- process your online orders
- tell you about important changes to Super Nail & Beauty;
- develop and improve our products and services;
- manage promotions, competitions, customer surveys and questionnaires; and
- check and verify your identity, and prevent or detect crime.

(In performing such checks, your information may be disclosed to credit reference agencies who keep a record of that information, but these are not credit checks and your credit rating will not be affected.)

From time to time, we may also share your information with carefully selected partners to enable them to help us provide you with the best service from Super Nail & Beauty. However, we will never give permission for any of these partners to contact you directly with marketing information unless we have your consent and all our parties adhere to strict data protection policies.

## **Marketing and Customer Research**

With your prior agreement, we may contact you by email, post, SMS or phone:

- with details of offers and information about Super Nail & Beauty products or services;
- with offers and information about products or services from selected partners, or for customer research e.g. to help improve our services, products, stores or the Website.

It is entirely your choice if you wish to receive or not receive this information. However, if you tell us that you don't want to receive marketing information from us this, will mean that you won't get details of great offers or promotions that may be of interest to you.

You may choose to no longer receive marketing information from us by:

- Clicking on the "unsubscribe" link on the bottom of any of our e-mails to opt of email communications;
- calling us on +44 (0) 1753 573 423;
- writing to us at Super Nail & Beauty unit 3 Printers Way, Harlow, Essex, CM20 2SD

## **Security**

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. When you enter sensitive information (such as a credit card number) on our order forms, we encrypt the transmission of that information using secure socket layer technology (SSL). If you have any questions regarding security, you can contact us at [info@supernail.co.uk](mailto:info@supernail.co.uk)

## Disclosing your information

We will never disclose your information to anyone outside Super Nail & Beauty except where we have your consent; where we are required or permitted to do so by law, such as when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process; where other companies who provide a service to us as part of our order process require that data i.e. delivery companies, payment providers; or companies who send out email communications on our behalf; or where they are successors in title to our business. We will never share your data with other companies for marketing purposes.

## Public Forums

Our Website offers publicly accessible blogs, community forums or reviews. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal information from our blog or community forum, contact us at [info@supernail.co.uk](mailto:info@supernail.co.uk). In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

## Accessing your information

To obtain a copy of the information we hold about you, write to: Data Protection Officer Super Nail & Beauty unit 3 Printers Way, Harlow, Essex, CM20 2SD, enclosing a cheque or postal order for £10 payable to "Super Nail & Beauty Ltd". Please confirm your Super Nail & Beauty ID number and any details to help us identify and locate your information. If any of the details are incorrect, let us know and we will amend them.

We will retain your information for as long as your account is active or as needed to provide you services. If you wish to cancel your account or request that we no longer use your information to provide you services contact us at [info@supernail.co.uk](mailto:info@supernail.co.uk). We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

## Changes to our policy

This Policy replaces all previous versions and is correct as of **25th May 2018**. We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by means of a prominent notice on this Website prior to the change becoming effective. We encourage you to periodically review this page and our Website for the latest information on our privacy practices.

## **Contacting us**

If you have any queries, please contact us at [info@supernail.co.uk](mailto:info@supernail.co.uk) or writing to us at Super Nail & Beauty unit 3 Printers Way, Harlow, Essex, CM20 2SD