

PRIVACY POLICY

Effective Date: 01/11/2023

This Privacy Policy describes how SW Nineteen ("we," "our," or "us") collects, uses, and discloses your Personal Information when you visit or make a purchase from www.swnineteen.co.uk (the "Site").

Information Collection

When you visit the Site, we collect certain information about your device, your interaction with the Site, and information necessary to process your purchases. We may also collect additional information if you contact us for customer support. In particular, we collect information necessary for billing, marketing, and customer service purposes.

Types of Collected Information

The personal information we collect can include the following:

Contact details, such as your name, email address, postal address, and telephone number.

Account information for managing your online profile and account with us.

Payment information to complete transactions.

Preferences and feedback regarding your interactions with us.

Please note that we are intentionally vague on the specific types of personal information we collect as this may change.

Purpose of Collection

We use your personal information to:

Provide our services to you, including registering you for our services, providing you with educational material and information, and handling your payments.

For our marketing efforts, including to keep you up to date on our latest products, services, and upcoming events.

Improve our services through customer feedback and data analysis.

Data Storage and Protection

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. Our measures include data encryption and secure data storage. We retain your personal information for as long as necessary to fulfill the purposes described in this policy, unless otherwise required by law.

Information Sharing

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential.

User Rights

You have the right to access, rectify, or erase any personal information we have collected. To exercise these rights, please contact us at info@swnineteen.co.uk.

Cookies and Tracking Technology

We use cookies to enhance your experience, gather general visitor information, and track visits to our website. You have the ability to accept or decline cookies using your web browser settings.

Policy Updates

We may update this privacy policy from time to time in order to reflect changes to our practices or for other operational, legal, or regulatory reasons.

Contact Us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at info@swnineteen.co.uk.