



GLOW&DRY UK LIMITED 2024 INTRODUCTION PRIVACY POLICY

Welcome to glow&dry UK Limited we operates www.glowandry.com (hereinafter referred to as "Service") Our Privacy Policy governs your visit to www.glowandry.com and explains how we collect, safeguard and disclose information that results from your use of our Service. We use your data to provide and improve Service. By using Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

Our Terms and Conditions ("Terms") govern all use of our Service and together with the Privacy Policy constitutes your agreement with us ("agreement").

OUR PRIVACY POLICY

At glow&dry we are committed to maintaining a trusted relationship with our customers and visitors. We do not sell or trade lists of our customer or visitor data with third parties for marketing purposes. We have established our Privacy Policy to understand what data of yours we collect, what we do with it, in what limited circumstances we may disclose it to others and how we keep it all secure.

DATE WE COLLECT & WEBSITE COOKIES

We store a cookie - a small file on your computer - so we can tell who you are if you have logged in to our site and then show you the information relevant to you.

Google analytics

When you visit our site we use a third-party service Google Analytics to collect standard logging information such as what pages are visited and in which order. We use this to analyse customer and visitor behaviour as a whole and we do not collect, or instruct Google to collect personal information that can identify you.

Mailing lists

On our site, you can subscribe to our mailing list. Your email address and name is collected to keep you up to date with glow&dry news and special offers, or in case we need to contact you to get more or clarify the information we do have.

You can also sign up to our newsletter mailing list when you register with us. We will explicitly ask you for permission to do this when do.

We use a third-party provider called Mailchimp to send our newsletters. We gather statistics around which newsletters get opened and clicked on using industry-standard technologies to help us improve the quality and relevance of our newsletters.

You can unsubscribe to our newsletters, and manage your contact preferences at any time by clicking the link in the bottom of every email, or contact our support at enquiries@glowandry.com

Registering with us and making a booking

When you register with us you become a customer, and we will then store the information you supply such as your name, email address and telephone number. This information is stored in our private database which is hosted in a private network with no public access, using security and encryption technologies that are compliant with Payment Card Industry regulations.

When you make a booking with us, we also collect information such as your address and any other information you may supply at the time. We share this information with our suppliers so that they can perform the booking for you. We also store this information so we can show you a history of bookings you have made on our app and website.

We never share your personal information with any other company without your consent.

We collect your credit card information to take payment for your booking, but this is never stored on our systems, and instead is stored directly with our payment service provider, Stripe. As a global leader in card payment services, we trust them to look after our customer's card data. You can read more about their security here <https://stripe.com/gb>

Access to your personal information

You are entitled to view, amend or delete the information about you that we hold. To do this please email our support team at enquiries@glowandry.com. By law, we have to action this within one month



of your request & we always act immediately. If you wish to have your data deleted please contact enquiries@glowandry.com

DEFINITIONS

SERVICE means the WEBSITE URL website operated by glow&dry UK Limited

PERSONAL DATA means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

USAGE DATA is data collected automatically either generated by the use of Service or from Service infrastructure itself (for example, the duration of a page visit).

COOKIES are small files stored on your device (computer or mobile device).

DATA CONTROLLER means a natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed. For the purpose of this Privacy Policy, we are a Data Controller of your data.

DATA PROCESSORS (OR SERVICE PROVIDERS) means any natural or legal person who processes the data on behalf of the Data Controller. We may use the services of various Service Providers in order to process your data more effectively.

DATA SUBJECT is any living individual who is the subject of Personal Data.

THE USER is the individual using our Service. The User corresponds to the Data Subject, who is the subject of Personal Data.

CHANGES TO POLICY

This policy was last updated in March 2024. This policy is subject to changes, and the most up to date version can always be found at www.glowandry.com