

Privacy Policy

We ask that you read this Privacy Policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us in the event you have a complaint.

By using our services and purchasing via our Website you agree to the use of the data that we collect in accordance with this Privacy Policy.

Abiotica UK is committed to handling all information supplied to us by our customers and registered users of our Website with the utmost care and confidence. We use computer security measures including firewalls, strong passwords and data encryption to keep your electronic information stored safely on a highly secure server managed by our e-commerce provider. Hard copies of orders are only held long enough to process your order and update our accounting logs (which contain no personal data). After which all records are destroyed.

We will handle your personal information as confidential (although we reserve the right to disclose this information in the circumstances described below).

All information provided to us is held securely and protected under strict security measures to prevent unauthorised access. We will not sell or rent your personal data to other parties.

We aim to comply with the General Data Protection Regulations (GDPR) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of this regulation.

If you have any questions please contact us on info@abiotica.co.uk.

By using our Website and signing up for a customer account, you agree for the following information to be collected about you:

Information provided at the time of signing up or using any service including but not limited to;

- Name
- Address (invoice and delivery)
- Contact numbers
- Email addresses
- Transaction details of orders placed on our Website.
- Internal site search behaviour, language, traffic data and location data. This data is anonymised.

We will hold on to your information for as long as you have your account with us, or as long as is needed to be able to provide our services to you. Records with financial data will be retained for the period of time required by law.

YOUR RIGHTS IN RELATION TO YOUR DATA

We commit to ensuring that any data we process is correct and up to date. It is your obligation to make us aware of any changes to your personal information. In some situations, you may have the;

- **Right to be informed.** This means that we must tell you how we use your data, and this is the purpose of this privacy notice.
- **Right to request access.** You have the right to access the data that we hold on you. To do so, you should make a subject access request
- **Right to request a correction.** If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it.

- **Right to request erasure.** If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it.
- **Right to object to the inclusion of any information.** In situations where we are relying on a legitimate interest (or those of a third party) you have the right to object to the way we use your data where we are using it.
- **Right to request the restriction of processing.** You have the right to ask us to stop the processing of data of your personal information. We will stop processing the data (whilst still holding it) until we have ensured that the data is correct.
- **Right to request the transfer.** You have the right to request the transfer of your personal information to another party.

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please contact us info@abiotica.co.uk

PAYMENT OF AN ORDER

If you purchase from us your payment details are processed by third party payments providers (at present Stripe Payments) and stored on their site. Stripe Payments have their own privacy policy which can be found at [\[Stripe Payments\]](#). We do not store your personal payment information.

DISPATCHING YOUR ORDER

We use various couriers to fulfil our order delivery according to your location and weight of the order. We pass your name, telephone and postal address plus order value (for insurance purposes) to the couriers so that they can track your parcel and communicate to you regarding the delivery of your order. The vast majority of orders are delivered via Royal Mail which has its own privacy policy that can be found at [\[Royal Mail\]](#).

DATA PROTECTION ACT

The Company will protect the Customer's privacy and data in accordance with the provisions of the Data Protection Act and any other applicable law or revisions.

THIRD PARTIES

The Company does not share personal information with third parties other than as required by legislation or as necessarily required by credit card companies. We do not sell any personal information.

CREDIT CARDS

All credit card transactions are handled through Stripe Payments (whose Terms & Conditions apply) and no details are stored by Abiotica UK.

MARKETING INFORMATION

The Company may use the customer's email address to mail news and special offers. These mailings will be relevant to our industry and you can, at any time, opt out of receiving these mailings. Customers may remove their address from the Company's email list by sending an email to info@abiotica.co.uk and adding "remove from mailing list" in the subject box.

SECURITY INFORMATION

Abiotica takes great pride in keeping your personal information safe and secure. We use Secure Socket

Layer (SSL) technology to encrypt the information you send to us when you place your order. The information you send is encrypted on your computer, sent through the Internet as jumbled code, and decoded on our secure server. It cannot be read in transit.

To ensure that your order is being transmitted in a secure environment, there are several visual clues displayed by your browser. In addition, we will not divulge any information we receive from customers to anyone. We will not rent, sell or give your name or credit card information or purchase history to any other company, agency or individual.

COOKIES

This Website uses cookies to collect visitor behaviour data. This data is collected anonymously to be used for marketing and optimisation purposes. All visitor data is saved using an anonymous user ID to aggregate a usage profile. Cookies may be used to collect and save this data, but the data is not personally identifiable. The data will not be used to identify a visitor personally and is not aggregated with any personal data.

Please see our Cookies Policy for full details.

What are Cookies?

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser, and stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies can be used by web servers to identify and track users as they navigate different pages on a website, and to identify users returning to a website.

Cookies may be either "persistent" cookies or "session" cookies. A persistent cookie consists of a text file sent by a web server to a web browser, which will be stored by the browser and will remain valid until its set expiry date (unless deleted by the user before the expiry date). A session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not contain any information that personally identifies you, but personal information that we store about you may be linked, by us, to the information stored in and obtained from cookies.

We may use the information we obtain from your use of our cookies for the following purposes:

- to recognise your computer when you visit our Website;
- to improve the Website's usability;
- to analyse the use of our Website;
- in the administration of this Website.
- to ensure that the shopping cart functions

BLOCKING & DELETING COOKIES

Most browsers allow you to refuse to accept cookies and also delete stored records. For browser specific information on how to adjust your cookie settings please use the relevant links below:

- [Google Chrome](#)
- [Apple Safari - OSX](#)
- [Microsoft Internet Explorer 9](#)
- [Microsoft Edge Browser](#)
- [Apple Safari - iOS](#)
- [Mozilla Firefox](#)

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CONTACTING US

Our preferred mode of communication is via telephone or email. We provide a freephone service when you call 0800 020 9822 or alternatively, you can email us: info@abiotica.co.uk

Our contact address is: Golden Yuga LTD (t/a Abiotica UK), Kemp House, 160 City Road, London, EC1V 2NX. United Kingdom.

HOW TO COMPLAIN

Our Customer Care Team at info@abiotica.co.uk will aim to resolve any query or concern you raise about our use of your information.

The GDPR also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

CHANGES TO OUR PRIVACY POLICY

We may change our privacy policy at any time. Continued use of our websites signify that you agree to such changes.

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