**Sprigasaurus Privacy, Terms and Conditions**

Sprigasaurus is the trading name of Elli Rutson, a textile upcycler. I create a variety of pieces using previously discarded textiles. Top quality Customer Service is paramount, as without a customer I have no business, but if for any reason you are not happy then please get in touch. You can privately contact me through my website, selling pages or social media pages, or by emailing sprigasaurus@btinternet.com.

My registered address is 41 Trewithen Parc, St Newlyn East, Newquay, Cornwall TR8 5NG and my phone number is 07812383486.

I have a website, an Etsy shop and I have promotional pages on Facebook, Twitter and Instagram.

**Terms of Use**

Please read these terms carefully before you start using my page. By using my page, you agree that you accept these terms of use. If you do not agree to these terms of use please leave my page.

All images are copyright. Reproduction of any of my images is only allowed if I have agreed in writing. Please ask if you want to link, use my images or text.

**Privacy Policy**

This privacy policy details how Elli Rutson at Sprigasaurus uses and protects any information given to me when you use my website or trading pages, when you contact via email, phone or social media messaging services. Elli Rutson is the data controller for Sprigasaurus. This Privacy Policy does not apply to the practices of third parties that I do not own or control, including my website, selling platforms, or social media contact forms.

Here at Sprigasaurus I take your privacy seriously and will only use your personal information for customer service purposes, to administer your account and to provide the products and services you have requested from me.

I receive information directly from you which may include your name, address if a delivery is required, your phone number, social media messaging service or email address for contact and in some circumstances some personal sizing information may be required. If your order relates to a child the minimum amount of information is collected i.e. first name, measurements if applicable, colour preferences if applicable. I do not deal with children directly and require an appropriate adult to be present if a fitting is necessary.

Your personal data is recorded by me, on a handwritten order form. In most cases I use a handwritten invoice, but occasionally may use a computer invoice.

Your name and the product or service purchased are included on my computer accounts. No linking address or phone details are included in this document. All records are kept as part of my annual accounts and for reference should you require repeat orders or have product queries. These records are kept securely for a period of six years.

I use a smart phone to manage my social media and email. This is locked and password protected.

I use a laptop to record my annual accounts. This is password protected.

I take payments in cash, by cheque, Bacs, Paypal, Etsy payment system and very occasionally through izettle card machine. I do not keep or record your bank or card details. While you pay me through Paypal or Etsy I do not have access to any of your payment details. If you pay me through izettle it is a normal card transaction and I have no access to your bank details.

I do not email or canvas you for repeat business. I do not send out a newsletter or regular updates. Any canvassing for work is usually over a social media general post or through advertising in a local newsletter. No personal details of any customer are shared without their consent at that time.

I rely on a number of legal bases to collect, use, and share your information, including: to provide my services, such as when I use your information to fulfil your order, to settle disputes, or to provide customer support; to comply with any legal obligation or court order or in connection with a legal claim, such as retaining information about your purchases if required by tax law; for the purpose of my legitimate interests, if those legitimate interests are not overridden by your rights or interests, such as 1) providing and improving my services. I use your information to provide the services you requested and in my legitimate interest to improve my services; and 2) Compliance with platforms utilised by Sprigasaurus such as the Etsy Seller Policy and Terms of Use.

**Information Sharing and Disclosure**

I engage certain trusted third parties to perform functions and provide services to my shop, such as delivery companies. I will share your personal information with these third parties, but only to the extent necessary to perform these services. Some information will have been utilized by the email or social media provider as set out in their terms, or by my website provider if you used my ‘contact me’ form, who would have had your email address to pass on your message to me. I do not pass on any of your information to any third-parties for marketing or any other purposes.

Information about my customers is important to my business. I share your personal information for very limited reasons and in limited circumstances, and will only share the information necessary, as follows:

**Etsy**. I share information with Etsy as necessary to provide you my services and comply with my obligations under both the Etsy Seller Policy and Etsy Terms of Use.

Service providers. I engage certain trusted third parties to perform functions and provide services to my business, such as delivery companies, Card processors, email and website hosts. I will share your personal information with these third parties, but only to the extent necessary to perform these services. I use **Royal Mail** to process delivery details and as such may share information with Royal Mail necessary to deliver your order. I use **Izettle** to process card payments in person at retail events and as such may share information with Izettle necessary for you to complete your purchase and receive a receipt. I use **Paypal** to invoice customers who contact me directly to place orders and as such may share information with Paypal necessary to complete your order and payment. I use **Create** to host my website. My email provider is **BT Internet** (fulfilled by **Yahoo**). Please refer to these third parties for their Privacy Policies.

**Compliance with laws**

I may collect, use, retain, and share your information if I have a good faith belief that it is reasonably necessary to: (a) respond to legal process or to government requests; (b) enforce my agreements, terms and policies; (c) prevent, investigate, and address fraud and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of my customers, or others.

**Your Rights**

If you reside in certain territories, including the EU, you have a number of rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases.

Access. You may have the right to access and receive a copy of the personal information I hold about you by contacting me using the contact information below.

Change, restrict, delete. You may also have rights to change, restrict my use of, or delete your personal information. Absent exceptional circumstances (like where I am required to store data for legal reasons) I will generally delete your personal information upon request.

Object. You can object to (i) my processing of some of your information based on my legitimate interests and (ii) receiving marketing messages from me after providing your express consent to receive them. In such cases, I will delete your personal information unless I have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.

Complain. If you reside in the EU and wish to raise a concern about my use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local data protection authority.

**Sprigasaurus Policy Updated May 2018**