

Our Privacy and Cookie Policy

Our promises

We will only use your data to improve your experience. We'll protect your data like it's our own. We promise to always use clear, plain English, and to always give you the ability to decide what you hear from us and how. And if we no longer need your information, we'll delete it.

Protecting your privacy

We care about our customers and newsletter subscribers - so the privacy of everyone we interact with, whether you're a customer, just browsing or receiving our newsletters, is important to us. If you have any questions about how we process, use, store and protect your data, please don't hesitate to contact us at ben@beeclo.com

How we use your information

If you subscribe to Bee Clothing and/or place an order through our website or sign up to marketing information or respond to a competition or other promotional feature, we will collect personal information that you voluntarily provide to us. This information may include your contact details including name, address, email, telephone number and, where you provide it, some categories of other personal information. We do not collect any personal information about you unless it is voluntarily provided by you. We use your information in several different ways, and how we use it depends on the information. We've laid this out below for you.

1 Your name and contact details

1.1 Most importantly, we use these to deliver your purchases to you. We also send you service messages by email, so you know when your purchase has been dispatched.

1.2 We use this to keep you up to date with our latest news and information via email. We'll only ever send these kind of communications if you give us permission, and you can withdraw your permission at any time.

1.3 To provide you with the best service. We want you to enjoy every purchase you receive, and every post you read. To do that, we need to be able to find out exactly what you like.

1.4 Showing you Bee Clothing advertisements when you browse. This is to make sure you are kept in the loop if you like us.

2 Your payment information

If you buy from us via credit or debit card, this means the security and CSV code on your card. We need this in order to process your payment and get your purchase to you. It also means we can refund you if required.

3 Your contact history with us

This is to ensure we give you the very best level of customer service and support we can provide, and in order to fulfil our contract with you.

4 Purchase history

This is used so we can provide customer service and support - we need to know what products you've received in case there is ever a problem. It also helps us keep track of what you, and other customers, like. This helps us ensure you have the best possible experience.

5 Information about your phone or laptop, and how you use our website and app

This helps us improve our website and your experience as a customer. It also helps us protect against fraud, and meet our legal obligations as caretaker of your data.

6 Your responses to competitions and promotions

We need your responses to competitions and promotions in order to be able run them, otherwise we can't choose a winner or carry out the terms of the promotion. Of course, you never have to give us this information, but if you don't we may not be able to provide our very best service to you.

7 Sharing your information

We never sell any personal data, including name, address, email or payment information. But we do share data with delivery companies that help get your purchase to you.

8 Marketing messages

8.1 We will only send these, by email or post, if you have given us permission.

8.2 You can unsubscribe from these at any time. Simply click the 'unsubscribe' link on any email or contact us at ben@beecllo.com, and we'll update your preferences. This will not stop any service communications such as dispatch emails.

9 Seeing adverts online for Bee Clothing

9.1 We use online advertising to keep you up to date with our latest news, or to make sure you get the best deal when you join. We do this using a variety of methods such as pixels, ad tags, cookies and services offered by social networks and marketing providers such as Facebook's Custom Audience.

9.2 We tailor banners and ads to you based on information we hold about you and your use of our site to make sure you only receive relevant messages.

9.3 Our website may contain links to other websites. Other websites may also reference or link to our website. These other websites are not controlled by us. We encourage our users to be aware when they leave our website to read the privacy policies of every website that collects personally identifiable information. We are not responsible for the privacy practices or content of such other websites. Visiting these other websites is at your own risk.

10 Keeping your information

10.1 We keep your information for as long as you are interested in Bee Clothing in order to provide our service to you.

10.2 If reasonably required we may hold onto your data for legal or regulatory requirements.

11 Your rights

11.1 You have the right:

To be informed about our use of your personal information

To access any personal information we hold about you

To request the correction of any inaccurate personal information held

To request that we delete your data, or stop processing it or collecting it, in some circumstances

To stop direct marketing messages, which can be done by clicking the 'unsubscribe' link in any email or contacting us at ben@beecllo.com

To request that we transfer your data to you or another service provider

The right to complain to your data protection regulator — in the UK, the Information Commissioner's Office

11.2 If you want to exercise your rights, have a complaint, or just have questions, please contact us at ben@beecllo.com

12 Changes to how we Protect Your Privacy

We may change this page from time to time, to reflect how we are processing your data. If we do make changes, we will make this clear to you either through our website or through another form of contact such as email.

13 Cookies

We use cookies on our website. We may also collect non-personally identifiable information, such as IP host address, pages viewed, browser type, duration and frequency of visits, and other data, and may aggregate any information collected in a manner that does not identify any individual.

14 Data Security

14.1 We have appropriate security measures in place to prevent your personal information from being accidentally lost, used or access in an unauthorised way, altered or disclosed.

14.2 Transmission of information via the internet is never completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your electronic information transmitted to us and any transmission is at your own risk. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

15 How to contact us

15.1 We always welcome any feedback from our customers and site users, either positive or negative. Please don't hesitate to contact Ben, who will be happy to answer any questions you may have.

15.2 If you have any questions about this Privacy Notice or how we handle your personal information, please contact us at ben@beecllo.com