

Herbal ValeData Protection & GDPR Policy

Welcome to Herbalvale LTD privacy notice. The privacy of your personal data is important to us. We value your trust that you have placed in us by using herbalvale.com. We are dedicated to protecting your Personal data provided to us and we do not share with anyone else.

Introduction

We are committed to protecting and respecting your privacy. We have put in place policies and procedures to protect any personal information provided by you to comply with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679; and any subsequent amendments. Details of how we collect, use and disseminate your personal data are described here to demonstrate our commitment to protecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

What is the GDPR?

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679); is a new EU regulation which replaces the current Data Protection Directive of 1995 (Directive 95/46/EC). GDPR aims to harmonize data protection and data privacy laws across EU member states, giving back control to citizens over their personal data; and to simplify the regulatory environment for businesses by unifying regulations within the EU and by providing a clear legal framework for commercial organisations to operate within. Although the UK has expressed its intention to leave the EU in March 2019, the GDPR will nevertheless come into force in the UK from 25th May 2018. The Government intends for the GDPR to continue in UK law post-Brexit and has introduced a Data Protection Bill to replace the existing Data Protection Act (DPA) in due course.

Your Rights Under GDPR

Your new rights under the GDPR are set out in this policy notice. These rights will apply once the GDPR becomes law on 25th May 2018. Please read the following carefully so that you understand our practices regarding your personal data and how we will manage it.

For the purposes of data protection legislation in force from time to time the Data Controller is: herbalvale.com

1. Information We Collect

We collect some basic information you provide us like- your name, gender, date of birth, contact details, your payment information, when you contact us, visit our websites, place an order, make a payment, view advertisements, use our mobile applications, e-mail or other communication channels and services. It includes information you provide when you register to use our site, to enter our database, subscribe to our services, newsletters, attend our events, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site.

We may receive some information from other companies, which they have obtained from you and have your consent to share.

2. Other Information We Collect

When You Visit Our Website With respect to each of your visits to our site, we will automatically collect the following information:

- a) Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet.
- b) Your login information (if applicable), browser plug-in type and version.
- c) Your operating system and platform, information about your visit, including the full Uniform Resource Locators (URL).
- d) Clickstream to, through and from our site (including date and time).
- e) Services you viewed or searched for, page response times and download errors.
- f) Length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs); and methods used to browse away from the page.
- g) Any phone number used to call our customer service number.
- h) Orders placed by you, your preferences, interests, favourites and wish list made by you.

If you failed to give us required personal information

If you are fail to provide as the data we required from you under the term of our contract or we need it by law, we may not able to perform the existing or new contract trying to enter like providing you the products and services. If you fail to do so we may have to cancel the product and services with you.

3. Why Does Herbalvale.com collect and use your information.

a) The main reason we ask for personal information is to help administer your products order with us and provide you with best service possible. We also use the information provided by you to inform you about our latest offers and deals that we think would interest you.

b) To provide you with information about other goods and special offers we offer that are like those that you have already purchased, been provided with or enquired.

4. Does herbalvale.com share your data with third parties?

Herbalvale.com does not share your personal information with third parties other than to following third parties.

Herbalvale.com uses third-party service providers to provide support to the services provided by us and to give a secure and safe platform for our customers. The support services provided by these service providers are:

- Market research
- Fraud detection, prevention and screening the anti-fraud. In case of strictly necessary for fraud detection and prevention, we might share your information with relevant financial institutions.
- Law enforcement agencies.
- Payment services: we use third party payment process services to process the payments and payment-related services including handling chargebacks.

5. Consent

Should we want or need to rely on consent to lawfully process your data, we will request your consent orally, by email or by an online process for the specific activity we require consent for and record. Where consent is the lawful basis for our processing, you have the right to withdraw your consent to this particular processing at any time.

6. Other Uses We Will Make of Your Data

a) Use of our website (“our site”).

b) To notify you about changes to our service.

c) To ensure that content from our site is presented in the most effective manner for you and for your computer.

We will use this information to:

- a) Administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- b) Improve our site to ensure that content is presented in the most effective manner for you and for your computer.
- c) Allow you to participate in interactive features of our service, when you choose to do so.
- d) As part of our efforts to keep our site safe and secure.
- e) Measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.
- f) Make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- g) We do not undertake automated decision making or profiling. We do use our computer systems to search and identify personal data in accordance with parameters set by a person. A person will always be involved in the decision-making process.

How does Herbalvale.com use social media?

Herbalvale.com use social media in different ways. When you go to our website to social media or come from social media to Herbalvale.com, Social media may take some of your personal data. You may sign in to Herbalvale.com user account via your social media account in that process herbalvale.com will access your personal information provided by you in social media profile.

7. Cookie Policy

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie notice:

a) What are Cookies?

A “cookie” is a small amount of data that is sent to your browser from a web server and stored on your computer’s hard drive. It can only be read by the web server that set the cookie. For users who login to the online system we set a session cookie. The purpose of this cookie is to retain your identity for the duration of that session only. Prideapartment.co.uk provides the option to store a permanent cookie thus enabling automated login to the site.

b) Why Do We Use Cookies?

Cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

c) How We Use Cookies

We only use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from our system.

d) Accepting & Declining Cookies

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. Provision has been made for users of our site who prefer not to have a cookie set. This enables you to apply to jobs without logging in.

e) Third Party Cookies

When you visit certain pages of our site, you may notice some cookies that are not related to herbalvale.com. When you visit a web page that contains embedded content (for example, from YouTube), you may be sent cookies from these websites. Herbalvale.com is unable to control the setting of these cookies, therefore we suggest you check these third-party websites directly for more information about their cookies and how to manage them.

f) Sharing Tools

If you decide to share our website content with friends and co-workers through social networks (Instagram, Facebook, LinkedInTwitter etc), you may be sent cookies from these websites. Prideapartmet.co.uk is unable to control the setting of these cookies, therefore we suggest you check the third-party websites directly for more information about their cookies and how to manage them.

g) Managing Cookies

If cookies aren't enabled on your computer, it will mean that your online experience on our website will be limited to browsing and researching. If you're not sure of the type and version of web browser you use to access the Internet, click the 'help' option at the top of your browser window and select the 'about' option.

11. Where We Store & Process Your Personal Data

a) By submitting your personal data, you agree to this transfer, storing or processing. Herbalvale.com will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy.

b) All information you provide to us is stored on our secure servers.

d) Our site has security measures in place to protect the loss, misuse and alteration of the information under our control. All personal data are stored on a secure database; a firewall is in operation to prevent hacking. Only current authorised herbalvale.com employee have access to the database, and a unique ID and Password controls the access rights of these employees.

e) Unfortunately, the transmission of information via the internet is not completely secure. We will do our best to protect your personal data, but we cannot guarantee the security of your data transmitted to our site. Any transmission is at your own risk. Once we have received your data, we will use strict procedures and security features to try to prevent unauthorised access

12. Retention of Your Data

We understand our legal duty to retain accurate data and only retain personal data for as long as we need it for our legitimate business interests and that you are happy for us to do so. Accordingly, we have a data retention notice and run data routines to remove data that we no longer have a legitimate business interest in maintaining.

We take the following action to try to ensure our data is accurate:

a) Prior to making an introduction we check that we have accurate information about you.

b) We keep in contact with you so that you can inform us of changes to your personal data.

We segregate our data so that we keep different types of data for different time periods. The criteria we use to determine whether we should retain your personal data include:

a) The nature of the personal data

b) Its perceived accuracy

c) Our legal obligations

13. Your Rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. We will collect express consent from you if legally required prior to using your personal data for marketing purposes. You can exercise your right to accept or prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise this right at any time by contacting us at: info@herbalvale.com.

Our site may contain links to / from the websites of our advertisers and affiliate. If you follow a link of these websites, please be aware that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies directly before you submit any personal data to these websites.

14. The GDPR Provides You with the Following Rights The right to:

a) Accuracy – request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

b) Deletion – request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

c) Objection – object to processing of your personal information where we are relying on a legitimate interest and there is something about your situation which makes you want to object to processing on these grounds. You also have the right to object where we are processing your personal information for direct marketing purposes.

d) Restriction – request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you. For example, if you want us to establish its accuracy or the reason for processing it.

e) Transfer – request the transfer of your personal information to another party in certain formats, if practicable.

f) Complain – If you wish to complain about this privacy notice or any of the procedures set out in it, please contact: via Email: info@herbalvale.com

-make a complaint to a supervisory body. In the UK, this is the Information Commissioner's Office (ICO). The ICO can be contacted at: <https://ico.org.uk/concerns>.

15. Access to Information

The GDPR and Data Protection Act 1998 (DPA), give you the right to access information held about you. You are also welcoming to contact us to ensure your data is accurate and complete. Your right of access can be exercised in accordance with the DPA and the GDPR once it is in force.

A subject access request can be submitted to: info@herbalvale.com

16. Changes to Our Privacy Notice

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check our site regularly for any changes or updates to our data protection and privacy policy.

17. Contacting Us

Any questions, comments or concerns regarding this policy (and our data protection processes in general), can be addressed for the attention of the Data Controller at info@herbalvale.com

or

Herbalvale LTD
83, king Alfred street
Derby, DE22 3QL
+44 (0) 74050 79647