

Privacy Policy for The Wood Cave
Last Updated: 14/01/2025

Introduction

At The Wood Cave, we value your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website or engage with our services.

By using our website or services, you agree to the terms of this Privacy Policy. If you do not agree, please refrain from using our website.

1. Information We Collect

We may collect the following types of personal information:

- Personal Identifiers: Name, email address, phone number, and billing/shipping address.
- Order Details: Custom design preferences, dimensions, materials, and other details related to your bespoke furniture order.
- Payment Information: When making purchases, payment details are processed securely by third-party payment processors. We do not store your financial data.
- Technical Information: IP address, browser type, operating system, and browsing behaviour on our website (via cookies and analytics tools).
- Communications: Any correspondence you have with us, including inquiries, feedback, or complaints.

2. How We Use Your Information

We use the collected information to:

- Process and manage your orders, including consultations and deliveries.
- Provide customer support and respond to your inquiries.
- Send updates related to your orders or changes to our services.
- Improve our website, products, and services based on your preferences and feedback.
- Send marketing communications, where you have opted in to receive them.
- Comply with legal obligations and protect our rights.

3. Sharing Your Information

We do not sell or rent your personal information. However, we may share your data with:

- Service Providers: Third parties who assist in delivering our services, such as couriers, payment processors, and IT support.
- Legal Obligations: If required by law or to enforce our terms and conditions, we may disclose your information.

All third-party providers are required to comply with data protection laws and handle your information securely.

4. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Ensure our website functions properly.
- Analyse website traffic and user behaviour.
- Improve your browsing experience by personalising content.

You can manage your cookie preferences through your browser settings. Note that disabling cookies may affect your experience on our website.

5. How We Protect Your Information

We implement security measures to protect your personal data, including:

- Secure servers and encrypted data transmission.
- Regular website monitoring to prevent unauthorised access.
- Limiting access to your personal data to authorised personnel only.

6. Your Rights

You have the right to:

- Access the personal data we hold about you.
- Request corrections to inaccurate or incomplete information.
- Request deletion of your personal data, where applicable.

- Withdraw your consent for marketing communications at any time.
- File a complaint with a data protection authority if you believe your rights have been violated.

To exercise any of these rights, please contact us at thewoodcavesurrey@gmail.com

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. Please review their privacy policies before sharing your information.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and where appropriate, notified to you by email or other communication methods.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or your personal data, please contact us at:

- Email: thewoodcavesurrey@gmail.com
- Phone: 07453558526
- Address: 31 Key Drive, Cranleigh, Surrey, GU68WP

Thank you for trusting The Wood Cave with your personal data.