

Privacy Policy

Effective Date: 01-01-25

Oxton Pottery ("we," "our," or "us") is committed to protecting your privacy and ensuring that your personal information is handled safely and responsibly. This Privacy Policy explains how we collect, use, and protect your information when you visit our website markhaillay.com, including any subdomains, and use its features such as the online store and event booking platform.

1. Who We Are

We are a registered company in Scotland. Our website is hosted by Wix, which provides us with an online platform to offer services. Our online store is hosted on Etsy.

If you have any questions about this policy or your data, you can contact us at:

 markhaillay@hotmail.co.uk

 **Oxton Pottery, Riggsyde Cottage Oxton, Lauder TD2 6RA**

2. What Information We Collect

2.1 Information You Provide

We collect the information you provide to us when you:

- Register an account.
- Purchase products or services from our store.
- Book an event through our platform.
- Subscribe to our newsletter or updates.
- Contact us directly.

This may include:

- Name
- Email address
- Postal address

- Phone number
- Payment information (processed securely via third-party payment processors)
- Any other information you choose to provide

2.2 Information We Automatically Collect

When you visit our website, we may collect information such as:

- IP address
- Browser type and version
- Device information
- Pages viewed and time spent on the website
- Referring site or search terms used

2.3 Cookies and Tracking Technologies

We use cookies and similar technologies to improve user experience, track website performance, and analyze trends.

For more details, please see our **Cookie Policy** below in section 11.

3. How We Use Your Information

We use your information to:

- Provide, operate, and improve our website and services.
 - Process transactions, including orders and event bookings.
 - Send you transactional emails, such as order confirmations.
 - Respond to your inquiries and provide customer support.
 - Send you marketing and promotional communications, if you've opted in.
 - Comply with legal obligations.
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4. Sharing Your Information

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

4.1 Third-Party Service Providers

We use third-party services for:

- Payment processing (e.g., Stripe, PayPal)
- Hosting and analytics (via Wix)
- Email marketing (e.g., Mailchimp or similar services)

These providers are contractually bound to handle your data securely and in accordance with applicable laws.

4.2 Legal Compliance

We may disclose your information if required by law or in response to valid requests by public authorities (e.g., court orders).

5. How We Protect Your Information

We implement appropriate technical and organizational measures to secure your data, including:

- SSL encryption for data transmission.
- Secure payment gateways.
- Regular security monitoring of our website.

However, no system is completely secure. We encourage you to take precautions to protect your information when using the internet.

6. Your Rights

As a data subject under the UK General Data Protection Regulation (UK GDPR), you have rights including:

- **Access:** Request a copy of the information we hold about you.
- **Correction:** Request corrections to your data if it is inaccurate.
- **Erasure:** Request deletion of your data (subject to legal or operational requirements).

- **Objection:** Object to the processing of your data for certain purposes, such as direct marketing.
- **Data Portability:** Request your data in a portable format.

To exercise any of these rights, contact us at **markhaillay@hotmail.co.uk**.
We will respond within one month.

7. Data Retention

We retain your data only as long as necessary for the purposes outlined in this policy or as required by law.
For example, financial transaction records are kept for legal and accounting purposes.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites.
We encourage you to read their privacy policies before providing any information.

9. Children's Privacy

Our website is not intended for individuals under 16 years of age.
We do not knowingly collect data from children without parental consent.
If you believe we have collected information from a child, please contact us.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.
Changes will be effective upon posting on this page with a revised effective date.
We encourage you to review this policy periodically.

11. Cookie Policy

Effective Date: 01-01-25

Oxton Pottery ("we," "our," or "us") uses cookies and similar technologies on our website markhaillay.com to enhance your browsing experience, analyze site performance, and provide personalized services.

This Cookie Policy explains what cookies are, how we use them, and your choices regarding their use.

11.1 What Are Cookies?

Cookies are small text files stored on your device (computer, tablet, or smartphone) when you visit a website. They help websites function properly, improve performance, and remember your preferences.

Cookies can be:

- **Session cookies** – which expire when you close your browser.
 - **Persistent cookies** – which remain stored on your device for a set period or until deleted.
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11.2 Types of Cookies We Use

a. Strictly Necessary Cookies

Essential for the operation of our website (e.g., shopping cart, secure login). Without these, the site may not function properly.

b. Performance and Analytics Cookies

Help us understand how visitors use our site so we can improve it.

We may use tools such as **Wix Analytics** and **Google Analytics**, which collect aggregated, anonymous usage data.

c. Functional Cookies

Allow the website to remember your preferences (e.g., language or login details).

d. Advertising and Third-Party Cookies

May be set by external services (such as Etsy or social media platforms) to deliver relevant ads or enable sharing features.

These are subject to their respective privacy and cookie policies.

11.3 Managing Cookies

When you first visit our site, you will be presented with a cookie banner asking for your consent to non-essential cookies.

You can:

- Accept all cookies,

- Reject non-essential cookies, or
- Manage your preferences through the settings panel.

You can also change cookie settings in your browser.

Please note that blocking or deleting cookies may affect website functionality.

More information on managing cookies:

- www.aboutcookies.org
- www.allaboutcookies.org

11.4 Third-Party Services

Our website is hosted by **Wix**, which may use cookies for functionality, analytics, and security.

Our online store operates via **Etsy**, which has its own cookie and privacy policies.

We may also use **Mailchimp** or similar providers for email marketing, which may set cookies when you interact with our emails or forms.

For more information, please review:

- Wix: <https://www.wix.com/about/privacy>
- Etsy: <https://www.etsy.com/uk/legal/privacy>
- Mailchimp: <https://mailchimp.com/legal/cookies/>

11.5 Updates to This Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in technology, regulation, or our practices.

Updates will be posted on this page with an updated **Effective Date**.

Contact Us

If you have any questions about this Privacy or Cookie Policy, please contact us:

 markhaillay@hotmail.co.uk

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