



Concerning the privacy of your data

1] Prokraft is committed to protecting your privacy and maintaining the security of any personal information received from you. We strictly adhere to the requirements of the data protection legislation in the UK.

The purpose of this statement is to explain to you what personal information we collect and how we may use it.

2] When you order, we need to know your name, address, e-mail address and payment option. This allows us to process and fulfil your order. You have the option to withhold personal information that is not required for the order process. We request a contact number as some carriers will not provide a service unless a telephone number is provided for a contact at the destination address.

3] We use your personal information to notify you of your purchase and to send you updates of our products and services if requested.

We will only contact you with your consent, this has always been the case at Prokraft and this has not changed under the latest legislation.

4] We do not sell, rent or exchange your personal information with any third party for commercial reasons, beyond the essential requirement for payment detail validation during purchase, to arrange delivery of your order and to keep you informed of our products and services if you have elected to receive these notifications. We must share your information with the carrier of your order so that it can be delivered and also use a third party for delivery of marketing emails (currently Mailchimp but this may vary). We only share such detail as is absolutely necessary. These third parties are also subject to data protection legislation and we will be happy to direct you to their policies upon request.

5] We follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access in accordance with the UK data protection legislation.

We do not collect sensitive information about you except when you specifically knowingly provide it. In order to maintain the accuracy of our database, you can check, update or remove your personal details by logging into your account or by e-mailing info@prokraft.co.uk

We use a technology called "cookies" as part of a normal business procedure to track patterns of behaviour of visitors to our site. A cookie is an element of data that our website sends to your browser which is then stored on your system. You can set your browser to prevent this happening. Any information collected in this way can be used to identify you unless you change your browser settings. Please see our separate cookie policy.

6] In order to process transactions, the bank or card processing agency may

require to verify your personal details for authorisation outside the EEA (European Economic Area). Your information will not be transferred outside the EEA for any other purpose.

7] If you have any questions about privacy please contact us at info@prokraft.co.uk