

PRIVACY POLICY



We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains what information we collect about you and why, what we do with that information, and how we handle that information.

This Policy applies as between you, the user of this Website (<https://ishouldohco.com>) and any sub-domains, or the blog and Hocombe Coffee Company Ltd., the owner and provider of this Website.

THE INFORMATION WE COLLECT, AND WHY WE COLLECT

We collect information from you in several different ways on this Website, including without limitation:

- 1. Personal details: your name, email address, postal address, contact number**
- 2. Financial information: billing address**
- 3. Other information related to your request for our products or services**

We collect your information to provide an efficient, meaningful and customised experience. For example, we use your personal information to:

- Process and fulfil your orders or requests**
- Notify you of the status of your order delivery**
- Inform you on the latest update of our products and services**
- Improve our services or marketing activities**

Webshop Customer:

During registration or ordering, you will be prompted to provide personal information that includes but is not limited to your name, shipping and billing address, phone number, and email address. This personal information is used for billing purposes, fulfilling and communicating with you about your order, and for internal marketing purposes. If we encounter a problem while processing your order, your personal information may be used to contact you.

Wholesale Customer:

We provide an enquiry form and a signup form for wholesale customers. To understand your wholesale requirements, we ask for contact details, including but not limited to your name, business name, address, email address, phone number, VAT number, invoicing number, delivery address and other information about your business, such as: type of business, equipment and estimated monthly volume. We then use the information you provide to contact you and discuss your requests.

NEWSLETTER SUBSCRIPTION:

Several locations on the Website permit you to enter your name and email address to subscribe to our retail newsletters. For new wholesale customers, we provide you the choice of subscribing to our Wholesale newsletter through the signup form. With your consent, we can keep you up-to-date on all the latest products, services and news.

Our Website uses cookies for statistical analysis, to understand user behaviour, to administer the site, to tailor the information presented to a user based on your preferences, and to improve user experience. Any information gathered by our use of cookies is compiled on an aggregate, anonymous basis.

Most web browsers automatically accept cookies, however, you may delete, or disable cookies using settings in your browser. Please note that our website uses cookies to keep you logged in, so disabling cookies may impair your experience of the service.

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HOW WE USE AND DISCLOSE YOUR INFORMATION

Any or all of the above information may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, your personal information may be used by us for the following reasons:

INTERNAL USE: We use your personal information to process your order and provide you with customer service. We may internally use your personal information to improve the website content and layout, to improve outreach and for our own marketing efforts (including marketing our services and products to you), to provide interest-based advertising to you based on the way you browse and shop on the website, and to determine general marketplace information about visitors to the website.

Communication with you: We may use your personal information to communicate with you about the website and your orders and deliveries. If you subscribe to our newsletters using your email, we will use it to deliver information to you. We always provide the option to opt-out of future emails every time we send a newsletter.

EXTERNAL USE: We do not sell, rent, trade, license or otherwise disclose your specific personal information or financial information to anyone other than to affiliates under Hocombe Coffee Company Ltd.'s control, except that we sometimes use others to perform specific functions on our behalf.

For example, we partner with third parties such as Royal Mail, DPD, DHL to ship products, to ensure delivery, and so that we can obtain feedback, improve the quality of our service, and measure and improve the quality of the service of the third party. We provide the third party personally identifiable information such as your name, shipping address, email, and phone number.

For payment, we partner with PayPal, GoCardless, Squarespace Payments and Stripe to process orders, therefore you will have to provide them with your financial information. If you would rather not send your credit/debit card details over the Internet then please contact us and place your order over the phone by calling us on +44 7901650123.

We are also in compliance with the Payment Card Industry Data Security Standard (PCI DSS), a set of security standards designed to ensure that all credit card information we process, store or transmit is maintained in a secure environment.

We use web services to help us make improvements to our site including Google Analytics. We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements. This includes exchanging information with other government departments for legal reasons.

YOUR RIGHTS TO ACCESS, CORRECT AND DELETE

We respect your right to access and correct your personal information. You may also request that we update your personal information or correct any factual errors that you believe may exist regarding this information. You may also exercise your rights, subject to applicable laws, to request that we delete or restrict access to your personal data. We may need to retain it for legally permitted purposes and this will be explained to you if necessary. If you need assistance correcting or updating your personal information, or would like to request that we delete your personal information, please contact us with your request at info@ishouldohco.com

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LEGAL BASIS FOR THE PROCESSING

Consent - By disclosing your personal information to us using this website, you consent to the collection, storage and processing of your personal information by Hocombe Coffee Company Ltd. in the manner set out in this Privacy Policy.

Legitimate interests - if processing is necessary for your interests, for example, informing you of a delay in your delivery, this is done using legitimate interests as a legal basis.

RETENTION OF YOUR PERSONAL INFORMATION

Personal information that we collect, access or process will be retained only as long as necessary for the fulfilment of the purposes for which it was collected, unless otherwise provided in agreements between you and Hocombe Coffee Company Ltd. or as required or authorized by law. Personal information that is no longer required to fulfil the identified purposes will be destroyed, erased or made de-identified.

DATA SECURITY

The Website incorporates reasonable and appropriate physical, electronic, and administrative procedures to safeguard the confidentiality of your personal information. Access to your personal information is restricted. Only employees who need access to your personal information to perform a specific job are granted access to your personal information.

OPT OUT

Upon your request, we will (a) stop sending emails to your email address; and/or (b) disable your account to prevent any future purchases through that account. You can make these requests by emailing your request to info@ishouldohco.com or by calling us on +44 7901650123

ACCESS BY CHILDREN

This website is not directed toward children under 13 years of age and Hocombe Coffee Company Ltd. does not knowingly collect or use information from children under 13 without verifiable parental consent. If you believe that a child has provided personal information to us, please contact us promptly as described below, and we will endeavour to investigate and delete such information from our systems.

THIRD-PARTY WEBSITES

This Website may link to other websites that are not maintained by or related to Hocombe Coffee Company Ltd. We are not responsible for the privacy policies or practices of any third parties or third-party websites, including any linked or linking websites. To the extent that you disclose personally identifiable information to any such third parties, different rules may apply to their use and disclosure of personal information that you disclose to them. We encourage you to review the privacy policies of such websites before disclosing your personal information to them.

UPDATES TO THIS POLICY

The effective date of this Privacy Policy is May 25, 2021. We reserve the right to modify or amend this Privacy Policy at any time. All changes will be effective immediately upon posting to this Website. We encourage you to review this Privacy Policy from time to time so you will know if the Privacy Policy has been changed or updated. By accessing or using this Website after such changes are posted you agree and consent to all such changes.

CONTACT US

If you have questions or concerns about this Privacy Policy or how we collect and use the information of our customers, you can contact us by emailing us at info@ishouldohco.com