

# Meshebah Community Interest Company Data Privacy Policy

Effective Date: 27 February 2024

## Introduction

Meshebah Community Interest Company (CIC), with a registered office at 73 Wortley Heights, Leeds, West Yorkshire, England, United Kingdom, LS12 1JF, is committed to protecting the privacy and security of your personal data. This privacy policy applies to data collected through our website ([www.meshebahcic.co.uk](http://www.meshebahcic.co.uk)) specifically on the "Shop", "Contact Us", and "Client Care Form" pages.

## What Personal Data We Collect

### Shop

- **Identity Data:** Includes first name, last name.
- **Contact Data:** Includes billing address, delivery address, email address, and telephone numbers.
- **Transaction Data:** Includes details about payments to and from you and other details of products you have purchased from us.

### Contact Us and Client Care Form

- **Identity Data:** Includes first name, last name.
- **Contact Data:** Includes email address and telephone numbers.
- **Enquiry Data:** Includes any information you provide in the messages to understand and respond to your query.

## How We Use Your Personal Data

Meshebah CIC will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- To process and deliver your orders including managing payments and collecting money owed to us.
- To respond to your enquiries or complaints.
- To improve our website, services, and customer relationships.

## Disclosure of Your Personal Data

We may have to share your personal data with external third parties, including:

- Service providers acting as processors who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors, and insurers.

- Government bodies that require us to report processing activities.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

### **Data Security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know.

### **Data Retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

### **Your Legal Rights**

Under certain circumstances, you have rights under data protection laws in relation to your personal data, including the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data, and (where the lawful ground of processing is consent) to withdraw consent.

### **Contacting Us**

If you have any questions about this privacy policy or our privacy practices, please contact us at:

Email: [info@meshebahcic.co.uk](mailto:info@meshebahcic.co.uk)

Address: 73 Wortley Heights, Leeds, West Yorkshire, England, LS12 1JF

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).

This policy may be updated periodically and without prior notice to you to reflect changes in our personal information practices or relevant laws.