



Privacy Policy

Shaws Iberian is a division of Shaws Equestrian Ltd, registered in England at Shaws Farm, Atlow, Ashbourne Derbyshire DE6 1NS. Company Number 08441998.

Shaws Iberian is committed to protecting the privacy of anyone using our site and the confidentiality of any information that you provide us with. The purpose of this statement is to set out how we use any personal information that we may obtain from you.

Why we need to hold onto your personal data?

- We want to contact you to let you know about new products, special offers, and news relative to Shaws Iberian.
- We are a family business and we rely on being able to market to our interested customers.
- We may need to contact you if we need to recall a product.
- We never share or pass your details to anyone else.
- If you supply shipping address details we hold these on record to save you having to re-input this detail each time you order with Shaws Iberian
- We are required by law to securely hold all sales invoices for accounting purposes for a period of six years.

What information do we hold?

- Your Name
 - We like to keep things personal when we contact you.
- Email Address
 - Used as a unique identifier to keep your data held together.
 - Used to contact you should we need to send you an order confirmation, invoice or credit note.
 - From time to time we may send you a marketing email to let you know about new products or news about Shaws Iberian.

You can opt out of the email marketing at any time by writing to us or clicking the unsubscribe link in the email. We would never share your email address with other parties.

- Delivery Address
 - We need to know where to send your order.
 - We also hold your address for future orders so that you do not need to enter it each time you order.

We share your Name and Address with our delivery partners, allowing them to deliver your order.

- Invoice Address if different from Postal Address
 - If we need to send you a hard copy of your invoice we use this address.
- Record of previous Orders
 - We keep a note of what you bought in the past so that you can re order easily.
 - We also keep a note of what you bought so we can contact you to let you know any news about this product that might be relevant to you, including special offers, product recalls, etc.
- Bank Details

We DO NOT store your bank details. We use a payment gateway called iZettle, or PayPal, that handles your bank details on our behalf. If we take payment over the phone using a credit or debit card we do not keep your bank details.

Where do we hold your information?

We hold your information electronically on our server which is protected by a firewall and hard copies are kept in our head office.

The Shaws Iberian Website

Our website is hosted on a Secure Server. The service is secure password protected. The website <https://www.shawsiberian.co.uk> involves the use of an SSL certificate -- "SSL" stands for secure sockets layer - which creates a secure encrypted connection between the web server where our website is hosted and the web browser where you may enter your details when making a purchase. This means your information is secure, safe and protected when being passed from you to us.

Mailing House

We may hold a note of your email address and contact name on a mailing website which we use occasionally to send relevant marketing emails about Shaws Iberian, news, promotions and offers. This email software helps us to note if any of our customers wish to unsubscribe making sure that we do not send them unwanted marketing emails.

Payment Gateways

Shaws Iberian uses iZettle and PayPal as our secure payment gateways. We DO NOT get access to your bank details. We do get to see your name and email address and what you ordered on PayPal when you make an order.

Internal

We keep a paper copy of all sales invoices. These paper invoices allow us to track payments and also helps us track which products you buy (this is useful if we ever need to contact you with a product recall as part of our Health & Safety Policy).

Cookies

There is a technology called "cookies" which may be used by us to provide you with, for example, customised information from our website. A cookie is an element of data that a website can send to your browser which may then store it on your system. If you wish, you can usually adjust your browser so that your computer does not accept cookies. Please remember cookies do not contain confidential information such as your home address, telephone number or credit card details. We do not exchange cookies with any third party websites or external data suppliers.

Security

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data that you disclose to us and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

General

You have the right to see personal data (as defined under the Data Protection Act) that we keep about you upon receipt of a written request and payment of a fee of £10. Any request should be sent to:
Shaws Iberian, Shaws Barn, Atlow, Ashbourne, Derbyshire DE6 1NS