

Introduction

Shaynah is committed to protecting and respecting all the personal information you share with us. This statement outlines the types of information we collect from you, how we use it, how we share it with others, how you can manage the information we hold, and how you can contact us.

The content of this statement may sometimes change, so it is advisable to check this page occasionally to ensure that you are still comfortable sharing your information with us. Where possible, we will also inform you directly about these changes.

What information do we collect? We only collect information that is necessary, relevant, and sufficient for the purpose for which you provide it.

Personal data you share with us

We may ask for personal data when you place an order with us; this applies to both orders via the website and when you sign up for our mailing list.

The information we collect includes, but is not limited to:

- Name (including title);
- Email address.

Personal data we collect about you

We collect information about you when you use our website. Most of this data does not personally identify you but provides us with information about how you use our services and interact with us, enabling us to improve our services and make them more useful to you.

The information we collect includes, but is not limited to:

- The date and time you used our services;
- The pages you visited on our website and how long you visited us;
- Your IP address;
- Your location (if you have granted access);
- The internet browser and devices you use;
- Cookie or Pixel information (see our Cookie Policy for more details).

How do we use this information?

Shaynah will only process information that is necessary for the purpose for which it was collected. You always have the option not to receive marketing communications from us (and you can withdraw your consent or object at any time). We will never send you unsolicited 'junk' emails or communications, nor will we share your personal information with others. There are several ways we may use or process your personal information. Here's a breakdown:

Consent

When you have given consent, we may use and process your information to occasionally contact you via electronic channels, such as email, regarding promotions, events, products, services, or information we believe may interest you.

You can withdraw your consent at any time by sending an email to (email) or, in the case of marketing messages you receive, by selecting the opt-out option included in those messages.

Legal Obligation

We may process your personal information to comply with legal and/or regulatory requirements.

Legitimate Interest

We may use and process your personal information as outlined below when it is necessary for us to carry out activities in which it is in our legitimate interest as a business to do so.

How do we share this information?

We do not sell your information to third parties. However, we may disclose your information to the following categories of companies or organizations from time to time, to whom we pass on responsibility for providing services on our behalf:

- Service providers who assist us in managing our website and app;
- Companies like Google/Facebook to show you products you may be interested in while browsing the internet. This is based on your marketing consent or your acceptance of cookies on our websites. See our Cookie Policy for more details. We take steps to ensure that all third parties processing your information comply with data protection laws and protect your information as we do. We only share personal information necessary to deliver the service they perform on our behalf. Where possible, we will anonymize your information or use aggregated non-specific datasets.

How long do we retain your information?

We do not retain your personal information for longer than necessary. If you are a customer or have a relationship with us, we will retain your personal information longer than if we obtained your information in relation to a potential relationship.

How can you manage the information we hold about you?

As an individual, you have the right to access all personal information we hold about you and, if necessary, make corrections. You also have the right to withdraw your consent and, in certain circumstances, request that we delete the information we hold about you. Additionally, you may object to the use of your personal information (where we rely on our business interests to process and use your personal information).

You have several rights concerning your personal information under data protection laws. In most cases, we will ask for information to confirm your identity and, where applicable, to help us locate your personal data. We will respond within a month of receiving a request (including any requested identification documents).

You have the right to:

- Request a copy of the information we hold about you;
- Correct and update your information;
- Withdraw your consent (where we rely on it);
- Object to our use of your information (where we rely on our legitimate interests to use your personal information), provided we have no legal reason to continue using and processing that information. When we rely on our legitimate interests for direct marketing, we will always comply with your right to object;
- Delete your information (or restrict its use), provided we have no legal reason to continue using and processing that information;

- Receive your information in a structured data file, where we rely on your consent to use and process your personal information or need to process it in connection with your purchase.

You can exercise the above rights and/or manage your information by contacting us using the details below:

- Email: info@justshaynah.com