



## Privacy Policy

We, (Gemstone Treasures) are a sole trader and this privacy policy will explain how we use the personal data collected from you when you use our website or request our services.

This should be read in conjunction with our [Terms and Conditions](#).

### What data do we collect?

We collect the following data:

- **Personal identification information**  
Name, billing address, shipping address, email address, phone number
- **Transaction details**  
PayPal payment details will be passed to us for your purchases to be processed.
- **Tracking information on how you use our website**

### How do we collect your data?

You directly provide us with the data we collect. We collect and process data:

- **When you place an order for any of our products or services.**  
PayPal will tell us your name, what you paid, when you paid it and your PayPal shipping address.
- **When you voluntarily complete the website contact form or contact us via email.**  
We ask for your name, address and email address so we can contact you in response to any queries you make via our secure online form.
- **Through 3rd party services such as Google Analytics** (see 3rd party cookies section below).

### How will we use your data?

We only use your information in the following ways:

- So that we can process your contact form message and respond to you via email, where required
- To analyse website usage information to try and improve the information supplied in our website
- To process any purchases or requests for services provided by us

When indicated by your browser that our website is secure, our contact form sends your data to us securely. We also use Transport Layer Security (TLS) to encrypt and protect email traffic. So, if your email server does not support TLS, you should be aware that any emails you send to us may not be protected in transit.

## Sharing your data

Gemstone Treasures will not, in any circumstances, share your personal information with other individuals or organizations without your permission, including public organizations, corporations or individuals. We do not sell, communicate or divulge your information to any mailing lists. However, there are two exceptions.

The only exception to this is if either:

- The law or a court order compels us to, or
- We have your consent to do so as required by the [ePrivacy Regulation \(ePR\)](#), the [General Data Protection Regulation \(GDPR\)](#) and [Data Protection Act 2018](#).

## How do we store your data?

Gemstone Treasures securely stores your electronic data on their password protected computer and secure website database. As soon as any emails are received by Gemstone Treasures, all emails stored on the email server are deleted from the email server.

## How long do we keep your data?

Gemstone Treasures will only keep your personal identification data for as long as is necessary.

If you:

- **Place an order for any of our products or services,** your personal identification details will be held on file with the relevant invoices and receipts for 6 years following the end of the relevant tax year.
- **Contact Gemstone Treasures via email or website contact form,** your personal identification information will be held for 4 weeks from last contact to or from Gemstone Treasures.
- **For users that register on our website,** we hold your personal details for as long as you are registered. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information. Upon deletion of your personal data from your profile, any personal information linked to an order for products or services will remain on file in the manner and for the duration stipulated above.

Once the relevant time period has expired, Gemstone Treasures will destroy your data by:

- Shredding any paper copies of invoices and receipts etc. held,
- Securely deleting any electronic copies from their computer and website database.

## Marketing

We do not send out marketing information to home customers via email, SMS text messages or any other means, **unless you have registered your interest**.

You have the right at any time to stop us contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us via our [contact form](#).

### What are your data protection rights?

Gemstone Treasures would like to make sure you are fully aware of all your data protection rights.

Every user is entitled to the following:

- **The right to access**  
You have the right to request Gemstone Treasures for copies of your personal data. We normally will not charge you for this service.
- **The right to rectification**  
You have the right to request that Gemstone Treasures correct any information you believe is inaccurate. You also have the right to request Gemstone Treasures to complete the information you believe is incomplete.
- **The right to erasure**  
You have the right to request that Gemstone Treasures erase your personal data, under certain conditions.
- **The right to restrict processing**  
You have the right to request that Gemstone Treasures restrict the processing of your personal data, under certain conditions.
- **The right to object to processing**  
You have the right to object to Gemstone Treasures' processing of your personal data, under certain conditions.
- **The right to data portability**  
You have the right to request that Gemstone Treasures transfer the data that they have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us via our secure website [contact form](#) or:

Email at: [enquiries@gemstonetreasures.co.uk](mailto:enquiries@gemstonetreasures.co.uk)

Call on: [07930 854098](tel:07930854098)

Or write to: Gemstone Treasures  
43 Hill Road  
Oakley  
BASINGSTOKE  
RG23 7HU

### Cookies

We use cookies in a range of ways to support your experience on our website, including understanding how you use our website.

Cookies are pieces of data created when you visit a site, and contain a unique, anonymous number. They are stored in the cookie directory of your hard drive, and some do not expire

at the end of your session. We can access these cookies, but cookies do not contain any personal information about you and cannot be used to identify an individual user.

For further information, visit [All About Cookies.org](https://www.allaboutcookies.org)

### What types of cookies do we use?

There are a number of different types of cookies, however, our website uses cookies for:

- **Functionality (Necessary cookies)** – We use these cookies so that we recognize you on our website and remember your previously selected items for purchase held in your shopping basket.
- **Anonymous Website Usage Statistics** – Google Analytics sets cookies to help us accurately estimate the number of visitors to the website and volumes of usage. This is to ensure that the service is available when you want it and fast. For more information on how Google Analytics processes this information, visit the [Google Analytics website](https://www.google.com/analytics/learn/privacy.html).

### What 3rd party cookies are set?

#### WordPress

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select “Remember Me”, your login will persist for two weeks. The login cookies will be removed if you log out of your account.

#### Google services

Google Analytics sets cookies to help us accurately and anonymously estimate the number of visitors to the website and volumes of usage. This is to ensure that the service is available when you want it and fast. For more information on how Google Analytics processes this information, visit the [Google Analytics website](https://www.google.com/analytics/learn/privacy.html).

Google reCAPTCHA is a service provided by Google Inc. which we use to prevent malicious use of our website. The use of reCAPTCHA is subject to the Google [privacy policy](https://policies.google.com/privacy) and [terms of use](https://policies.google.com/terms).

#### iThemes Security

Visiting the login page sets a temporary cookie that aids compatibility with security methods used. This cookie contains no personal data and expires after 1 hour.

#### Security logs

In certain situations only, the IP address of visitors, user ID of logged in users, and username of login attempts are logged to check for malicious activity and to protect the site from specific kinds of attacks. Examples of situations when logging occurs include login attempts,

log out requests, requests for suspicious URLs, changes to site content, and password updates. This information is retained for 60 days.

This site is part of a network of sites that protect against distributed brute force attacks. To enable this protection, only the IP address of visitors attempting to log into the site is shared with a service provided by ithemes.com. **No names, addresses etc. are shared.** For privacy policy details, please see the [iThemes Privacy Policy](#).

### [How to manage cookies](#)

Although your browser may be set up to allow the creation of cookies, you can specify that you be prompted before a site puts a cookie on your hard disk, so that you can decide whether to allow or disallow the cookie. Alternatively, you can set your computer not to accept any cookie, and [All About Cookies.org](#) tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### [Privacy policies of other websites](#)

The Gemstone Treasures website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### [Changes to our Privacy Policy](#)

Gemstone Treasures keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 17 August 2021.

### [How to contact us](#)

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us via our secure website [contact form](#) or:

Email at: [enquiries@gemstonetreasures.co.uk](mailto:enquiries@gemstonetreasures.co.uk)

Call on: [07930 854098](tel:07930854098)

Or write to: Gemstone Treasures  
43 Hill Road  
Oakley  
BASINGSTOKE  
RG23 7HU

### [How to make a complaint](#)

Should you wish to report a complaint or if you feel that Tetrabytes has not addressed your concerns/rights in a satisfactory manner, you may contact the Information Commissioner's Office in one of the following the following ways..

Web report form: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns>

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Telephone: [0303 123 1113](tel:03031231113)

Address: Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF