

## PRIVACY POLICY

To comply with data protection legislation, the data controller will be **EOTAS MATTERS LTD** with whom you contract when using our site, registering an account and/or making a purchase.

We reserve the right to update this Privacy Policy from time to time by changing it as it applies to your use of our services.

The date of the current **EOTAS MATTERS** Privacy Policy is the Effective Date 1 June 2022.

## SHARING YOUR INFORMATION:

We do **NOT** and **NEVER** will, sell your personal data to a third party.

This includes information such as email address, purchase history or payment information.

We would like to thank you for putting your trust in us and we promise we will treat your data with the utmost care.

We have strict processes in place to ensure that trust is maintained, after all, **YOU** are the most important part of our business.

We do however share your data with certain companies in order to process your transactions and they are as follows:

- Trusted, professional IT infrastructure service providers including website hosting, IT support and back-office order processing.
- Proven and reliable courier and shipment companies to delivery your order.
- Payment processors that securely store your payment details in an encrypted format.
- Please note **EOTAS MATTERS LTD** do **NOT** store your payment information on our own IT systems.

## **STORING YOUR INFORMATION:**

For as long as you have an account with us we will store your data supplied to us.

If you wish to delete your account please send an email request to [hello@eotasmatters.co.uk](mailto:hello@eotasmatters.co.uk)

We will contact you back with some security questions to ensure the request is genuine and upon confirmation we will delete all records of your account from our systems.

The only time where this will not apply is if we need to retain your information legally, for example in cases of dispute, fraud or other matters as required by law.

## **MARKETING COMMUNICATIONS:**

We may send you marketing communications typically via email.

This is to keep you informed of our latest sales, product releases, events, competitions or special announcements.

If you wish to stop receiving marketing communications all you need to do is drop an email to [hello@eotasmatters.co.uk](mailto:hello@eotasmatters.co.uk) with **UNSUBSCRIBE** in the subject box.

Please note you will still receive order confirmation and account registration emails as normal.

## **ONLINE ADVERTISING:**

We often run online adverts across many social media platforms.

This is so we can keep you informed of our latest events, offers and promotions just in case you may not have seen them in our traditional social media posts/feeds.

Like many other companies, we target particular demographics of people (age and location etc) as well as those that have shown an interest in related services or sectors previously on their social media accounts (for example, someone who likes personal development-related pages on Facebook).

This activity is performed primarily by utilising the marketing platforms built into each social media platform and allows us to specifically target those people we and/or Facebook/Twitter/Instagram etc think would like to see our ads (rather than 'blanket' advertising to everyone).

Any data used via these methods is always encrypted and secure to each social media platform's systems.