



PRIVACY POLICY

Our contact details

Eriksen Watches, The Old Chapel, 41 Holt Road,
North Elmham, Dereham, Norfolk, NR20 5JQ

Phone Number: 07824 567705

E-mail: info@eriksenwatches.com

The type of personal information we collect

We currently collect and process the following information:

- Name
- Email address
- Phone number
- Billing address
- Shipping address
- The details of your order if you have placed one

Please note : credit/debit card information is processed by PayPal only. To see PayPal's privacy policy please visit:

<https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Delivery purchased of products
- Responding to enquires or correspondence given through the website contact form/email/phone call.
- Improving your experience of using the website

We also receive personal information indirectly, from the following sources in the following scenarios:

- Confirmation of completed financial transaction through PayPal and shipping name, address and email address.

We use the information that you have given us in order to deliver your order, reply to correspondence from you and improve your experience of the products and your experience of the website.

We share a shipping address with the postal service or courier involved in delivering your order.

See our [cookie policy](#) to find out how cookies – files in your web browser – share information with our website about the contents of your shopping cart if and when you use it, as well as information about your browsing behaviour which is used to both reduce spam and improve your experience of our website. When you first visit our website we ask for your consent to use these cookies.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) We have a contractual obligation regarding delivering products you have purchased.

(b) Your consent to process and store personal information given through our website contact form, by postal correspondence or by phone; your consent for our website to use cookies (see above). You are able to remove your consent at any time. You can do this by contacting Eriksen watches with a signed letter using the address given on this document. Consent for use of cookies can be removed by visiting our [cookie policy](#) page and clicking on “manage your consent”.

How we store your personal information

Your information is securely stored at our business address and on the servers responsible for email delivery and our business PayPal account.

We keep your name, phone number, address and email address for 24 months after we have despatched your order in case we need to refer to the order details if there should be problems with the delivery or returns. We will then dispose your information by deletion of digital information.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information if does not prevent us from delivering your order and confirming that you have both received and are not intending to return your order.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information if does not prevent us from delivering your order and confirming that you have both received and are not intending to return your order.

Your right to object to processing - You have the the right to object to the processing of your personal information if does not prevent us from delivering your order and confirming that you have both received and are not intending to return your order.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please send us a signed letter if you wish to make a request and send it to:

Eriksen, The Old Chapel, 41 Holt Road, North Elmham, Dereham, Norfolk,
NR20 5JQ

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Eriksen, The Old Chapel, 41 Holt Road, North Elmham, Dereham, Norfolk,
NR20 5JQ

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

