

### **DATA CONTROLLER**

Monsoon Accessorize Limited is the owner of this Website and responsible for any personal data (as that term is defined in the Data Protection Act 1998) you submit via the Website. We are notified with the UK Information Commissioner's Office under registration number Z8135089, and are regulated by the ICO. If you have any complaints about our security or handling of your personal which we haven't been able to resolve with you, you can contact the ICO at [www.ico.org.uk](http://www.ico.org.uk).

### **KEEPING YOU SECURE**

When you shop with us we'll ask you for certain information (such as your email address, name, address, and where you purchase a product, your payment details) to make sure that your order and delivery go smoothly. Any information you hand over reaches us fully encrypted through an SSL – a special security layer added to your account and checkout pages. You can see when you're on a secure page, because the address in your browser will begin with https instead of http. And you can sleep easy, because your credit card details are processed in the UK.

### **SECURE PAYMENTS**

#### VERIFIED BY VISA & MASTERCARD SECURECODE

You can register with Visa and Mastercard Securecode through your card issuing bank. It will bring up an extra security window after you check out that requires you to input digits from a pass code that you'll have set with your bank.

#### PAYPAL

When you choose to pay with Paypal, your financial information isn't even shared with us.

### **KEEPING YOUR PASSWORD SAFE**

Remember to keep your account password safe! We can help you to reset it now and then, but you'll need to make sure that it stays with you and only you. Giving it out can represent a security risk and Monsoon Accessorize will not be liable for any loss or damage that might arise from this.

### **HOW WE USE YOUR INFORMATION**

When you input your information into the website, we store it securely and might use it for:

- Helping to process your orders
- Providing admin support for your account
- Helping with your enquiries
- Crime and fraud prevention (when we might also share it with the police or other authorities if required by law)
- Marketing (subject to your account preferences, which you can change in My Account)
- Administering promotions or competitions (when we might also need to share the information with third parties in order to deliver you your prize!)

Except as listed above, or to our other group companies who are involved in processing orders/administrative support, we don't share your information with any third parties except our suppliers or processors who we've checked out first and who we appoint to work with us to provide services to you. These suppliers include the teams delivering products to you and our marketing agencies.

We only keep your information as long as we need to, for the purposes listed above. When we don't need it any more we delete it securely. Please note if you ask us to stop processing your information for marketing purposes, we may need to actually retain some of it to ensure your details are kept on our marketing suppression lists.

If you'd like to know what information we hold about you or have any queries about the security or our processing of your information, please contact Customer Services

## **COOKIES**

Most websites use cookies, and we do too, to keep offering you the best service. A cookie is way of transferring little bits of information from our website back to us, which means, for example, that we can see which pages or products are our most popular and then create a better experience for you in future.

There are a few different kinds of cookies and they each do slightly different things.

### **WEBSITE FUNCTIONALITY COOKIES**

These simply enable you to browse our website and use all our functions, like your Shopping Bag or Account pages.

### **WEBSITE ANALYSIS COOKIES**

These help us to understand how our customers are using our website, and we use this information to constantly improve the way we do things.

### **CUSTOMER PREFERENCE COOKIES**

These help us to make sure your online experience is simple, easy and relevant to you.

### **TARGETING COOKIES**

We sometimes run online advertising campaigns, and, if we think you'll be interested in what we have to say, targeting cookies will help us to deliver that message to you. More importantly, they limit the amount of times you see any of our ads.

## **HAVING ISSUES?**

### **ACCESSING SECURE PAGES**

It may be that there's a firewall blocking your access to secure pages. Some businesses or networks use firewalls to moderate the content employees or users can see. Try contacting your IT team to request access.

#### FINDING YOUR CARD'S SECURITY CODE

On most credit and debit cards, this code is found on the reverse of your card. Take the last three digits of the number on your signature strip – that should be it. On American Express cards, look for a four-digit number on the front.

#### VERIFIED BY VISA & MASTERCARD SECURECODE

If you're having issues with your password for this, you'll need to contact your card-issuing bank. We don't have access to any of your account information for Visa and Mastercard Securecode.

#### COOKIES

If you want to know more about cookies and what they're used for, check out the [About Cookies](#) website. It will talk you through everything from the basics to how you can opt out of certain ones.

<http://www.aboutcookies.org/>