

The Blue Glass Privacy Policy

Our contact details

Name: Robert Buckmaster

Address: RDM Bedford Ltd T/as BlueGlass, 112 Glenwood Gardens, Ilford;
Essex IG2 6XX

Phone Number: 07771911718

E-mail: info@theblueglass.co.uk

Website: <https://theblueglass.co.uk>

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Physical Addresses (when you order from our shop)
- Order information.

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:

- When you use the contact form.
- When you use the shop to order items.
- When you sign up to our newsletter.
- When you create an account with us.

We use the information that you have given us in order to complete orders, respond to contact requests, send out newsletters.

We may share this information with our secure payment gateway.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@theblueglass.co.uk.

(b) We have a vital interest.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored on servers hosted by [hostgator](#).

We keep your personal information (listed above) indefinitely, unless you request that we remove it. We will then dispose of your information by deleting it from our database (in a single location with rolling backups).

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 in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

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 contact us at info@theblueglass.co.uk if you wish to make a request.

How to complain

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

Address: RDM Bedford Ltd T/as BlueGlass, 112 Glenwood Gardens, Ilford; Essex IG2 6XX

Phone Number: 07771911718

E-mail: info@theblueglass.co.uk

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>