

# Carté Luxury Privacy Statement



## Important Information and Who We Are

This is the privacy statement for *Carté Luxury*, an online fashion brand based in the United Kingdom. This statement tells you what personal data we collect about you and what we do with it. References to “we”, “us” and “our” in this statement means *Carté Luxury*.

Our website is hosted on Wix, a website creation and management service platform that allows us to host our website and provide clothing products for you. Wix is owned by Wix Ltd and processes your personal data when you use our website. To find out more information about how Wix processes your data, you can read their [privacy policy](#).

If you have any questions about this privacy statement or how your personal data is used, please send us a message using our [contact page](#).



## The Data We Collect About You

Personal data means any information about a person from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

The types of personal data we collect includes:

- **Order Details.** This includes the type, size and price of the clothing products that you purchase from our website. This also includes the time of the purchase, the method of payment (ie credit/debit card or PayPal) and where you want the product to be delivered to (including the address, city, region, country and zip code/postcode).
- **Contact Details.** Your name and email address.
- **Financial Information.** Your credit/debit card number, expiration date, security code, card holder name, billing address (which might be the same as your delivery address).
- **Site Member Information.** Your email address, password (which we cannot see or access), nickname, profile image, activity, comments and the other Site Members that you follow.
- **Technical Data.** Your IP address, browser type, unique device identifiers, language preference, referring site, the date and time of access, operating system, mobile network information and other information about the devices you use to access our website.

The types of personal data that we do not collect includes:

- **Sensitive data.** Details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data. Nor do we collect any information about criminal convictions or offences.
- **Data from children.** This website is not intended for children (people under 13 years old) and we do not knowingly collect data from children.



## How Your Personal Data is Collected

Your personal data is collected when you:

- **Access Our Website.** As you use our website, we automatically collect technical data. We collect this data using cookies (see 🍪 [Cookies](#) section).

- **Purchase a Product.** You give use your Order Details, Contact Details and Financial Information when you purchase a product from our website.
- **Subscribe to the Mailing List.** In order to subscribe to our mailing list, you will need to provide us with your email address.
- **Become a Site Member.** You provide us with your Site Member Information when you sign up to become a Site Member.
- **Send Us a Message.** You give use your Contact Details, as well as the content of your message, when you send us a message using our [contact page](#).
- **Watch Our Videos.** Your Technical Data is collected when you watch any videos on our website.
- **Use the Live Chat Widget.** If you use the live chat widget to contact us, you will be providing us with your name, the contents of your message and some Technical Data.



## How We Use Your Personal Data

We only use your data for particular purposes. The table below details the ways in which we use your data.

Activity	Data Used	Legal Basis
Processing your purchase	<ul style="list-style-type: none"> <li>• Order Details</li> <li>• Contact Details</li> <li>• Financial Information</li> </ul>	Contractual Necessity
Sending updates to those on the mailing list	<ul style="list-style-type: none"> <li>• Email Address</li> </ul>	<ul style="list-style-type: none"> <li>• Consent (if you have not previously purchased a product from our website)</li> <li>• Legitimate Interest (if you have previously purchased a product from our website)</li> </ul>
Interacting with Site Members	Site Member Information	Legitimate interest
Responding to messages from website visitors	<ul style="list-style-type: none"> <li>• Contact Details</li> <li>• Message Contents</li> </ul>	Legitimate Interest
Live chatting with website visitors	<ul style="list-style-type: none"> <li>• Your Name</li> <li>• Message Contents</li> <li>• Technical Data</li> </ul>	Legitimate Interest
Producing statistics and insights for our website	Technical Data	Legitimate Interest
Operating our website	Technical Data	Legitimate Interest

Please see the  [Cookies](#) section for more information about how we use your Technical Data.

Legitimate interests are only valid if they are not outweighed by your rights and interests. A legitimate interest may also include the interest of a third party.



## Who We Share Your Personal Data With

Since we use the platform provided by Wix to host our website, your data will be shared with Wix. Some of your data is also shared with other third parties, either by us or by Wix. The table below shows the other third parties with whom your data is shared with and for what purpose.

Shared by Carté Luxury		
Third Party	Data Shared	Purpose of Sharing
Shipping Service (either <a href="#">Royal Mail</a> , <a href="#">DHL</a> or <a href="#">Hermes</a> )	Order Details (just your name and delivery address)	To complete orders made on our website by delivering the purchased clothing products to the address specified in the order.
<a href="#">PayPal</a>	Order Details	To allow you to pay for clothing products on our website using your PayPal account.
<a href="#">iPlayer HD</a>	Technical Data	To produce analytics and statistics about those who watch any videos on our website.

Shared by Wix		
Third Party	Data Shared	Purpose of Sharing
<a href="#">Google Fonts</a>	Technical Data	To load the font typeface used on our website.
<a href="#">Visitor Analytics SRL</a>	Technical Data	To produce analytics and statistics about our website.
<a href="#">Prospect One</a>	Technical Data	To enable the speedy and efficient loading of our website.
<a href="#">Cloudflare</a>	Technical Data	To deliver web infrastructure and security for our website.



## Links to Other Websites


Sometimes our content may include links to other websites. In doing so, we cannot control the personal data that may be collected about you by the websites that we may refer you to. The best that we can do is encourage you to read the privacy policies of those other websites when you visit them.



## How Long We Keep Your Personal Data For

The table below details how long we keep your personal data for and why.

Data	Retention Period	Reason
Order Details	6 years from the date of purchase	This period is determined by UK law.

Contact Details	When you purchase a product, we keep your Contact Details for up to 6 years.	This period is determined by UK law.
	When you are on the mailing list, your Contact Details are kept until you unsubscribe.	You can unsubscribe from the mailing list at any time.
	If we respond to one of your messages, but we do not get a response back from you within 3 months, then we will delete your message.	If you have not replied to us within 3 months, we will assume that you do not want to talk to us anymore.
Financial Information	We do not keep your Financial Information (apart from the method of payment in your Order Details).	We do not need to keep your Financial Information.
Site Member Information	We keep your Site Member Information until you delete your account.	You can delete your Site Member account at any time.
Technical Data	We use cookies to store your Technical Data. Please see the  <a href="#">Cookies</a> section for more information.	

## Your Rights

Under the relevant data protection laws, you may have certain rights relating to the use of your personal data. This includes the right to receive a copy of the data that we hold about you and to have that data deleted under certain circumstances.

For questions about exercising your rights under the relevant data protection laws, please let us know using our [contact page](#).

## Cookies

### WHAT ARE COOKIES?

A 'cookie' is a small text file delivered by our website onto your device when you visit our website. Those cookies can then be accessed and used by our website at a later time. These cookies collect Technical Data.

We use 'session' cookies which delete themselves when you leave our website. We also use 'persistent' cookies which remain on your device for a certain time period even after you leave our website.

### HOW CAN I ADJUST MY COOKIE SETTINGS?

If you do block or delete cookies, certain parts of our website may not work properly. Nevertheless, you can decide which cookies to consent to using the cookie preferences tool on our website. Just use the icon in the bottom left corner of our website.

Alternatively, you can use the following links that explain how to access cookie settings in various web browsers:

[Cookie settings in Firefox](#)

[Cookie settings in Internet Explorer](#)

[Cookie settings in Google Chrome](#)

[Cookie settings in Safari \(OS X\)](#)

[Cookie settings in Safari \(iOS\)](#)

[Cookie settings in Android](#)

#### WHAT TYPE OF COOKIES DO WE USE?

On our website, we use the following types of cookies:

- **Strictly Necessary Cookies.** These are cookies that are required for the operation of our website.
- **Functionality Cookies.** These are cookies that allow websites to remember the user's site preferences and choices they make on the site, including username, region and language. We ask for your consent before delivering these cookies onto your device.
- **Performance Cookies.** These are cookies used specifically for gathering data on how visitors use our website, which pages of our website are visited most often, or if they get error messages on webpages. We ask for your consent before delivering these cookies onto your device.

The table below sets out in detail the cookies that we may use on our website.

Cookie Name	Service Provider	Info
XSRF-TOKEN	Carté Luxury	This is a <b>strictly necessary</b> cookie that helps with site security by in preventing cross-site forgery attacks. This is a <b>session cookie</b> .
hs	Carté Luxury	This is a <b>strictly necessary</b> cookies used for security purposes. This is a <b>session cookie</b> .
ssr-caching	Carté Luxury	This is a <b>strictly necessary</b> cookie used to indicate the system from which the website was rendered. This cookie <b>lasts a few seconds</b> .
bSession	Carté Luxury	This is a <b>strictly necessary</b> cookie is used for system effectiveness measurement. This cookie <b>lasts a few seconds</b> .
_wixCIDX	Wix	This is a <b>strictly necessary</b> cookie used for system monitoring/debugging. This is a <b>persistent cookie lasting 3 months</b> .
_wix_browser_sess	Wix	This is a <b>strictly necessary</b> cookie used for system monitoring/debugging. This is a <b>session cookie</b> .

TSa459b1a6027 TS01e85bed TS01a568d6	Wix	These <b>strictly necessary</b> cookies are used for anti-fraud purposes. These are all <b>session cookies</b> .
_wixAB3 82db9b4f-c746-4141-ac7c-f21c00559d5c	Wix	This <b>functional</b> cookie is used to load the live chat widget. This cookie <b>lasts a few seconds</b> .
_wixAB3	Wix	This <b>functional</b> cookie is used to load the live chat widget. This is a <b>persistent cookie lasting 6 months</b> .
wixLanguage	Wix	This <b>functional</b> cookie is used on multi-lingual websites to save user language preferences. This is a <b>persistent cookie lasting 5 months</b> .
wixSession2	Wix	This <b>functional</b> cookie is used to identify Site Members who are logged in. This is a <b>persistent cookie lasting 3 months</b> .
svSession	Carté Luxury	This is a <b>performance</b> cookie that identifies unique website visitors and tracks their session on our website. This is a <b>persistent cookie lasting 2 years</b> .

## Change Log

The table below details the major changes we have made to our privacy statement over time.

Date of Change	Description of Changes
1 April 2021	Privacy Statement was first published.

If you have any suggestions on how we could improve the this statement, just let us know.