



## Mocha Privacy Policy

At Mocha, we're committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to: [info@mochachocolateshop.co.uk](mailto:info@mochachocolateshop.co.uk) or by writing to Mocha, 1 Trinity Church Square, Richmond, North Yorkshire, DL10 4HY, Alternatively, you can telephone 07950 211218.

### Who are we?

Mocha is the trading name of Dennis Graves Ltd. Registered in England No. 04877885.

### How do we collect information from you?

We obtain information about you when you use our website, for example, when you purchase from our webshop or contact us about products and services.

### What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you purchase a product from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

### How is your information used?

We may use your information to:

- process orders that you have submitted;
- dealing with entries into a competition;
- seek your views or comments on the products we sell;
- notify you of changes to our products;
- send you communications which you have requested and that may be of interest to you. These may include information about activities and promotions

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

### Who has access to your information?

We will not sell or rent your information to third parties.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process an email marketing campaign). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with Mailchimp who provide us with email marketing services. They will use your details to provide you with information unless you choose to unsubscribe. We consider MailChimp to be a third party data processor.

Your email address will remain within MailChimp's database for as long as we continue to use MailChimp's services for email marketing or until you specifically request removal from the list. You can do this by unsubscribing using the unsubscribe links contained in any email newsletters that we send you or by requesting removal via email. When

requesting removal via email, please send your email to us using the email account that is subscribed to the mailing list.

While your email address remains within the MailChimp database, you will receive periodic (approximately four times a year) newsletter-style emails from us.

When you are using our secure online payment pages, your payment is processed by a third party payment processor (Paypal), who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us you can change your marketing preferences at any time by contacting us by email: [info@mochachocolateshop.co.uk](mailto:info@mochachocolateshop.co.uk) or telephone on 07950 211218.

### **How you can access and update your information**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [info@mochachocolateshop.co.uk](mailto:info@mochachocolateshop.co.uk) or telephone on 07950 211218

### **Security precautions in place to protect the loss, misuse or alteration of your information**

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### **Profiling**

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you.

### **Use of 'cookies'**

Like many other websites, the Mocha website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

### **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

### **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in February 2018.