

Privacy Policy

About Us

We are Sonata Lingerie Limited, a company registered in England under number 06650251 with our registered office at 7B High Street, Barnet, Hertfordshire, EN5 5UE, England ("**we**" or "**us**" or "**our**"). We operate the website at www.sonata-lingerie.com ("**the Site**"). In this Privacy Policy, references to "**you**" means any person submitting any data to us or the Site.

If you have any questions, comments or suggestions about the way in which we use your personal information or if any of your personal information changes, please write to us at 19 P Hyde Park Garden London W2 2LY ("**Main Address**") or email us at info@sonata-lingerie.com.

Your privacy is very important to you and us. We shall therefore only use your name and other information which relates to you in the manner set out in this Privacy Policy. We will only use your personal information in a way that is fair to you. We will only collect information where it is necessary for us to do so and we will only collect information if it is relevant to our dealings with you.

We will only keep your information for as long as we are either required to by law, or as is relevant for the purposes for which it was collected.

Data that we collect

(a) Prospective purchases

We may collect various information if you seek to place an order for a product on the Site. This may include some or all of the following: your name, email address, postal address, telephone number and payment card details. We need the information in order to allow you to go ahead with your use of the Site, such as placing your order for a product.

We may use that data to process payment for the product and deliver the product to you.

We may pass your name and address on to a third party in order to make delivery of the product to you.

Depending on your location, when we deliver to you, this information may be accessible internationally including in countries outside the European Economic Area. Some places outside of the EEA may not have adequate data protection laws at all or may offer differing levels of protection of personal information which are not as high as in the UK. By submitting your data to us, you acknowledge that provided we have used your data in the ways set out in this Privacy Policy, we cannot be held responsible for any use of your data by third parties who receive and process your data.

(b) All data

We may also use your data in order to manage the Site, collect payment from you, enable you to subsequently use parts of the Site, detect any fraud or Site abuses, send you information relevant to the Site or our service or products, and in case we have any queries.

We may use your contact details to respond to you regarding any queries you raise with us.

You must only submit to us or the Site information which is accurate and not misleading and you must keep it up to date and inform us of changes.

Other uses of your personal information

We may also send you other information about us, the Site, our other websites, our products, sales promotions, our services, our further events, our newsletters, anything relating to other companies in our group or our business partners related to our events or anything in which you or your party show an interest. If you would prefer not to receive any of this additional information as detailed in this paragraph (or any part of it) please send us an appropriate email to info@sonata-lingerie.com or write to us at our Main Address specifying which information you do not wish to receive. Within 7 working days of receipt of your instruction we will cease to send you information as requested. If your instruction is unclear we will cease to send you all information referred to in this paragraph.

Third Parties and Links

We may pass your details to other companies in our group. We may also pass your details to our agents and subcontractors to help us with any of our uses of your data set out in our Privacy Policy. For example, we may use third parties to assist us with delivering products to you and to analyse data and to provide us with marketing or customer service assistance.

We may use third parties to enable us to collect payments from you.

We may exchange information with third parties for the purposes of fraud protection and credit risk reduction.

We may transfer our databases containing your personal information if we sell our business or part of it.

We may also disclose your details as described elsewhere in this Privacy Policy.

Other than as set out in this Privacy Policy, we shall NOT sell or disclose your personal data to third parties without obtaining your prior consent unless this is necessary for the purposes set out in this Privacy Policy or unless we are required to do so by law.

The Site may contain advertising of third parties and links to other sites or frames of other sites. Please be aware that we are not responsible for the privacy practices or content of those third parties or other sites, nor for any third party to whom we transfer your data in accordance with our Privacy Policy.

Security

We have in place appropriate technical and security measures to prevent unauthorised or unlawful access to or accidental loss of or destruction or damage to your information.

We collect your personal details on a secure server. We use firewalls on our servers. When we collect payment card details electronically, we use encryption by using Secure Site Certificate technology. Whilst we are unable to guarantee 100% security, this makes it hard for a hacker to decrypt your details.

You are strongly recommended not to send full credit or debit card details in unencrypted electronic communications with us.

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of your information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

You are responsible for protecting against unauthorised access to your computer.

Cookies

The Site uses session cookies. Session cookies are tiny text files which identify your computer to our server as a unique user when you visit certain pages on the Site and they are stored temporarily in the cookie file of your browser until you leave the Site. We only use session cookies for your convenience in using the Site (for example to remember who you are when you want to amend your shopping cart) and not for obtaining or using any other information about you (for example targeted advertising other than set out above). Your browser can be set to not accept cookies, but this would restrict your use of the Site. Please accept our assurance that our use of cookies does not contain any personal or private details and are free from viruses. If you want to find out more information about cookies, go to <http://www.allaboutcookies.org>.

Changes

Any material changes to the way in which we use your data will be described in future versions of this Privacy Policy. Each time you enter the Site, change your data, order products from or through us, obtain material from us, you agree that the Privacy Policy current at that time shall apply to all information which we hold about you.

Consent

By submitting data to us and using the Site, you consent to our use of your data in the manner set out in this Privacy Policy (as amended).