

Privacy & Security Policy

Privacy Policy

This Privacy Policy explains how Future Garments Ltd or any of its subsidiaries ('We/Us/Our') collect, store and use your personal data when you browse and use any of our websites (the 'Websites'), and when you provide us with your personal data. Please read this Privacy Policy carefully.

By accessing, browsing or otherwise using the Website you confirm that you have read, understood and agree to this Privacy Policy. If you do not agree with any part of this Privacy Policy, you must not use the Website. Future Garments Ltd is a company registered in England and Wales (registration number 02690536) with registered office at Aqua House, Buttress Way, Smethwick, West Midlands, B66 3DL and is a registered data controller with the Information Commissioner's Office.

We respect your right to privacy and are committed to maintaining it. We only collect, store and process your personal data in accordance with the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2011.

Information we may hold

- Information that you have provided to us including but not limited to when you:
 - purchase products through the Website and/or over the phone
 - submit rate and reviews
 - enter competitions, prize draws or promotions which we are promoting
 - sign up to marketing/newsletters including by email and SMS
- Information you provide our partners and when you report a problem with the website.
- Information you provide to us when applying through the Website for registration, subscribing to any of our services or requesting further services.
- If you contact us for any reason, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Information we collect using cookies stored on your device. Please see the section on cookies for more information and how to manage them.
- Your IP address
- Details of your visits to the website including, but not limited to, traffic data, location data and other communication data and the resources, advertisements and linked sites that you access.

- Information provided to us by other companies who have obtained your permission to share information about you

Information we request and hold includes but is not limited to the following:

- Your name
- Billing and delivery postal addresses
- Phone and fax numbers
- Email addresses
- Usernames and passwords

We, or third party data processors who act on our behalf, may use the personal data you provide us in the following manner:

To provide you with the requested goods and/or services including but not limited to processing and fulfilling your order and administering promotions such as competitions and prize draws.

- To monitor and improve the services and the Website
- To manage your marketing preferences.
- To contact you if there is a query regarding your order.
- In the event that you purchase goods on any of our websites, you may be sent an email requesting whether you would like to review your product.
- To verify your identity.
- In certain circumstances in order to process your order and to verify your identity, we may call your provided telephone number you have provided to perform security checks and to request that you verify certain information.
- Market research purposes
- To enable us to comply with any legal or regulatory requirements;
- In the detection and prevention of fraud or other crimes.
- To assist with any of your customer queries
- For research, analysis, risk management, legal, accounting, administrative, testing, monitoring and for our business operations.

Unless you have not consented to, we may use your personal data in the following manner:

From time to time, to inform you by post, email, SMS or other available means, of products, services, promotions and special offers.

Payment Card details

We use Sage to process your payment card details in order to complete your purchase that you made through the Website .

E-mail Marketing

You may opt out from any email marketing by using the unsubscribe links at the bottom of the marketing emails.

You may opt out from any SMS marketing by using the suppression codes located on the marketing text messages.

Phishing

Phishing is a method used by fraudsters to deceive someone into giving sensitive information. Most of the time phishing will take the form of emails, which purport to be from well-known companies and ask recipients to send their private information. This information is then used for identity theft and fraud.

Future Garments Ltd will only ask you to send personal details by email if it is responding to a query you have sent online and these details are needed to answer your query properly. Future Garments Ltd will never ask you to send any personal details by email unless you have contacted Future Garments Ltd first. If you have not contacted Future Garments Ltd, please ignore any email claiming to be from Future Garments Ltd which asks for personal details, and let us know about it.

If Future Garments ever requires your personal information other than when you have already contacted us with a query, for security reasons we will ask you to give us a call.

Security Policy

Security

At Future Garments Ltd we take your online security very seriously. Full details of how we protect the information you provide us are given below:

- When you place your order, you are offered the use of an advanced secure server. The secure server software encrypts all information you input before it is sent to us.
- As an additional security measure, credit card numbers are encrypted both before an order is processed and when stored on our database.
- For security reasons, we strongly recommend that you do not send credit card numbers by standard email.

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

Changes to these Policy's

Any changes to our privacy policy in the future will be posted prominently on our websites and, where appropriate, advised through email notification.

Signed:

A handwritten signature in black ink, appearing to be 'R. H. H.', written over a horizontal line.

Date:

7/9/18.

Position: Managing Director