

Privacy Policy

Last updated: April 2025

1. Introduction

At All Things Oil Sussex, we're committed to protecting your privacy and personal information. This policy explains how we collect, use, store, and protect your data when you visit our website or interact with us.

By using our website, you agree to the terms set out in this Privacy Policy, including our use of cookies.

2. Cookies

We use cookies to improve your browsing experience. Cookies are small files stored on your device that help us understand how you use our website. You can manage or disable cookies through your browser settings.

3. What Information We Collect

We may collect and store the following personal information:

- Details about your device and how you use our site (IP address, location, browser type, pages visited, etc.)
- Information you provide when you:
 - Register or complete a form
 - Subscribe to emails or newsletters
 - Make a purchase (name, address, phone number, email, payment details)
 - Post content or leave comments
 - Contact us via the website, phone, or email
- Any other information you choose to provide

If you give us personal information about someone else, please ensure you have their permission to do so.

4. How We Use Your Information

We may use your information to:

- Operate and manage our website and business
- Deliver products and services you've purchased
- Send you important updates (orders, account info, etc.)
- Provide customer support and respond to enquiries
- Send marketing emails (if you've opted in)
- Improve website performance and user experience
- Detect and prevent fraud or misuse

We only send marketing communications if you've agreed to receive them. You can opt out anytime.

5. Sharing Your Information

We may share your personal data with:

- Our employees, agents, suppliers, or partners (only when necessary)
- Payment providers (e.g. PayPal or Lloyds Cardnet) to process transactions
- Legal or government bodies when required by law
- Third-party analytics or advertising partners (non-identifiable data only)

We never sell your personal information to third parties.

6. International Transfers

Your data may be stored or processed in countries outside the UK or EEA. If so, we ensure it's handled securely and in line with UK data protection laws.

7. Data Retention

We retain your personal data only as long as necessary, typically up to 6 years, in line with HMRC requirements. We may keep data longer if required for legal or business reasons.

8. How We Protect Your Data

We use appropriate technical and organisational measures to protect your personal data, including:

- Secure, password-protected servers
- Encrypted payment processing
- Restricted access to your data

Please note: while we do our best, no internet transmission is 100% secure.

9. Your Rights

You have the right to:

- Request a copy of the personal data we hold about you (£20 fee may apply)
- Ask us to correct or delete your data
- Withdraw consent for marketing at any time
- Object to our use of your data in certain situations

To exercise your rights, please contact us using the details below.

10. Third-Party Websites

Our site may contain links to other websites. We're not responsible for their privacy practices. Please review their policies if you visit their sites.

11. Updates to This Policy

We may update this Privacy Policy from time to time. Please check this page regularly to stay informed of any changes.

12. Contact Us

All Things Oil Sussex

East Hoathly, East Sussex

You can contact us:

- By post: At the address above
- Via our website contact form
- By phone: [Insert Number]
- By email: allthingsoilsussex@gmail.com
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