



# TESS ISABELLA

LIFESTYLE

## TESS ISABELLA LIMITED PRIVACY POLICY

Thank you for visiting the Tess Isabella Limited website at [www.tessisabella.co.uk](http://www.tessisabella.co.uk) (the "Site"). This Privacy Policy demonstrates how Tess Isabella Limited ("we") handle(s) the personal information you provide to us and what we learn about you from your visit to the Site.

By using this Site and/or registering with us, you are agreeing to the terms of this Privacy Policy. If you have any queries regarding this policy or complaints about our use of your information please contact us at [tess@tessisabella.co.uk](mailto:tess@tessisabella.co.uk) and we will do our best to deal with your complaint or query as soon as possible.

## YOUR RIGHTS

You have certain rights in relation to your personal data.

Under certain circumstances, by law you have the right to:

Object to processing of your personal information where we are relying on a legitimate interest (or that of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are processing it lawfully.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see above).

Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Request the transfer of your personal information to another party in a machine-readable, commonly used and structured format.

If you want to exercise any of these rights then please contact us at [tess@tessisabella.co.uk](mailto:tess@tessisabella.co.uk). The various rights are not absolute and each is subject to certain exceptions or qualifications. For example, if you wish to withdraw your consent or object to processing, we may need to discuss with you whether our use of your data needs to continue for other lawful purposes, such as fulfilment of a legal or contractual requirement.

We will respond to your request within one month of receipt of your request. In some cases we may not be able to fulfil your request to exercise the right before this date, and may need to request more time. Where we cannot provide a full response to you for any reason, we will let you know about this in our initial reply to your request.

#### YOUR DUTY TO INFORM US OF CHANGES

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

#### FEES

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). In some cases, we may charge a reasonable fee if your request for access is clearly unfounded or excessive, or if you request multiple copies of the information. Alternatively, we may refuse to comply with the request in such circumstances.

#### WHAT WE MAY NEED FROM YOU

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

## RIGHT TO COMPLAIN

If you wish to request further information about any of the above rights, or if you are unhappy with how we have handled your information, please contact us at [tess@tessisabella.co.uk](mailto:tess@tessisabella.co.uk).

If you are not satisfied with our response to your complaint or believe our processing of your information does not comply with data protection law, you can make a complaint to your supervisory authority. For example, if you live in the UK, you can contact the Information Commissioner's Office: <https://ico.org.uk/global/contact-us/> or 0303 123 1113.

## INFORMATION WHICH WE OBTAIN ABOUT YOU

We may collect and process the following information that you provide to us when you sign up to Tess Isabella Limited and become a client or fill out any forms on our Site (full name, email, phone number and message details)

## WHAT WE DO WITH YOUR INFORMATION

We may use your information in the following ways or transfer your information to trusted third parties (including service providers):

- to ensure that content is presented in the most effective manner for you;
- to provide customer service to you in relation to you and to deal with enquiries and complaints efficiently;
- notify you every now and again about important changes to the Site and our services;
- to administer, support, improve, optimise and develop our Site and services;
- to enable us to provide our services to you;
- to produce aggregated anonymised reports on user preferences and interests;
- for security purposes;

We may also use your information to notify you of our services if you have either requested marketing communications from us, or consented to receive our marketing communications when or after consented to receive our marketing communications when or after you sign up to our services. If you do not wish to receive such marketing communications, please inform Tess Isabella Limited via email.

By using our services and/or providing us the information, you have agreed for us to disclose the information collected in the situations listed in this privacy policy.

You may withdraw your consent to our continued use and disclosure of your information or seek access to your information (to a reasonable extent and as permitted by the law) at any time by writing to Tess Isabella Limited, 18b Leppoc Road, London, SW4 9LT.

You may also withdraw your consent for specific forms of communication and on specific communications by sending Tess Isabella Limited a written email informing us to withdrawal or communication preferences.

In withdrawing your consent, you acknowledge that we may not be able to provide or continue providing services to you and that we may cease such provision accordingly without liability. Please note that it may take up to 30 working days for any request for consent withdrawal to be reflected in our systems.

## OUR BASES FOR COLLECTING AND USING THE INFORMATION

We are entitled to use your personal data in the ways set out in this Privacy Notice on the following bases:

- to carry out obligations arising from any contracts entered between you and us;
- to manage and improve the Site and the services we provide through the Site;
- to manage the security of the Site and data collected via the Site;
- to provide other services requested by you, as described when we collect the data;
- to prevent, detect, and investigate fraud, security breaches, violations of law, and other misuse of the Site;
- to address any enquiries, correspondence, concerns or complaints you have raised;
- for our internal operations, including data analysis, testing, research, statistical purposes and troubleshooting;

If provision of your personal information is a legal or contractual requirement or a requirement necessary to enter into a contract with us, and you choose not to provide it, we may not be able to perform some of the tasks we need to in order to provide certain services to you.

If you do choose to provide your consent you can withdraw it at any time by contacting us at [tess@tessisabella.co.uk](mailto:tess@tessisabella.co.uk).

## THIRD PARTY SITES

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

We do not control and accept no liability or responsibility for those websites and this privacy promise do not apply to those websites. Please consult the terms and conditions and privacy policies of those third-party websites to find out how they collect and use your personal data.

Any advertisements contained on our Site operate as links to the advertiser's website and, as such any information they collect by virtue of you clicking on that link will be collected and used by the relevant advertiser in accordance with the privacy policy of that advertiser.

## TESS ISABELLA COMMUNICATIONS

We may use your personal information to send you:

newsletters and information of any changes or additions to the Site; information we think you may find useful or which you have requested from us, including information about Tess Isabella Limited services, provided you have consented by "opting-in" to being contacted for these purposes.

You can tell us not to contact you with information regarding our products by contacting us at [tess@tessisabella.co.uk](mailto:tess@tessisabella.co.uk).

## HOW WE PROTECT YOUR INFORMATION

All information you provide to us will be stored securely on our computer system only accessible to Tess Isabella Limited and kept in a file format protected by a computer security system.

Once we have received your information, appropriate security measures will be adopted to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect

your personal data, you acknowledge that we cannot guarantee the security of your data you send over the internet and that you send your information at your own risk.

## CHANGES TO OUR PRIVACY NOTICE

We reserve the right, at our discretion, to change, modify, add to, or remove portions from, our Privacy Notice. We will of course notify you of any changes where we are required to do so.

## COOKIES

A “cookie” is a small piece of text received from a website and stored on a user's computer by a web browser. Each time the web browser requests a page from the web server this message is sent back to the web server.

We use cookies to: track your visit to the Site; and/or customise your experience of the Site. We may use the information collected from the use of cookies to analyse trends, optimise the site, or for research and marketing purposes.

No personal information about you is contained in the cookie but in certain circumstances we may match the cookie to your personal information that you disclose to us or that we already hold.

We set a cookie when you log into our website: we will use a cookie to recognise your visit until you log out or close your browser, except if you select the “always remember me” option, in which case the cookie will remain on your computer until you log out or delete the cookie. We set a cookie where we use cookies to track your visit and access to our various pages, if you disclose personal information to us (for example, during the registration process) we may be able to match this information to the web pages that you have looked at for marketing or administrative reasons; and If you wish, you can set your browser to notify you before you receive a cookie so you have the chance to accept it and you can also set your browser to refuse to receive or send all cookies. The web site [www.allaboutcookies.org](http://www.allaboutcookies.org) (run by the Interactive Marketing Bureau) contains step-by-step guidance on how cookies can be switched off by users.

## UGC Instagram Feed Privacy Policy

We are so grateful to all our clients' who have used our hashtag #TessIsabellaLifestyle. Post your photos on Instagram with the hashtag and mention @tessisabellalifestyle in your caption.

Please note that by uploading, or sharing your photos on Instagram using the #TessIsabellaLifestyle hashtag, you are agreeing to our User Generated Content, Submissions & Photo Sharing Terms & Conditions.

## USER GENERATED CONTENT, SUBMISSIONS & PHOTO SHARING TERMS & CONDITIONS

You may email, post, upload, or submit content you have created, including photographs, videos, reviews and comments (collectively, "User Submissions") to your social media accounts, through [www.tessisabella.co.uk](http://www.tessisabella.co.uk), or directly via email at [tess@tessisabella.co.uk](mailto:tess@tessisabella.co.uk). By posting, uploading, or sharing User Submissions that you have tagged with @tessisabellalifestyle #TessIsabellaLifestyle or other Tess Isabella Limited brand hashtags, you grant Tess Isabella Limited and our third-party content-management service providers (if applicable) the perpetual, irrevocable, royalty-free, fully-paid, non-exclusive, transferable right to use at our discretion your User Submissions for promotional purposes. In making a User Submission, you also agree to hold Tess Isabella Limited and any person acting on our behalf harmless from any liability related in any way to the use of your User Submissions.

## OUR DETAILS

Trading Address: 18b Leppoc Road, London, SW4 9LT

Registered Address: 1 Swan Wood Park, Gun Hill, Horam, East Sussex, TN21 0LL

Company Registration Number: 13577101

Copyright © All Rights Reserved