

Privacy & Cookie Policy

A. PRIVACY

We value and respect our customer's privacy so we'd like to explain our privacy policy to you in a transparent and straightforward manner. We appreciate that some of the language used may be technical, so please take the time to read and understand what follows as it explains how Welligogs will collect, store and use your personal information.

How does Welligogs collect your personal information?

We may collect your personal information through some of the following ways:

When you register or use welligogs.com or any other native domain (the "Website")

When you are registered on the Welligogs customer relationship management or "CRM" system

When you contact Welligogs by telephone or email

When you enter any prize draws or competitions run by Welligogs

When completing any surveys that we send to you for research purposes (although you are under no obligation to complete these).

When completing any forms for transactional, employment or other purposes.

When you provide your information to us over the telephone or email, i.e via customer service, business development or account management calls

When you register on SignMeUpAnywhere or any other data collection application/website when meeting Welligogs at an event

When you opt in for marketing communications via a verified and legally approved third party

When an association or buying group we are mutual members of provided your information to us, should this be opted in and compliant

When you sign up to our mailing list

What sort of personal information will Welligogs collect about you?

In addition to personal details such as your name, date of birth, address, email and telephone number, Welligogs may also collect some of the following personal information about you:

Details of transactions you make from Welligogs

Details of your shopping preferences, such as your favourite brands and products and your purchase history

Details of your visits to the Website and the resources that you access

Details of when you contact Welligogs by email, post or telephone. Please note that we may keep a record of that correspondence on our CRM system

Any other information from which we can identify you (or which is available on public registers).

We do not store any financial information in the payment process, nor do we share financial information with third parties unless you have explicitly asked Welligogs to do so, for example when applying for finance through our finance partner.

What does Welligogs use your personal information for?

We will treat all your personal information as private and confidential (although we reserve the right to disclose this information in certain circumstances, as set out below).

We confirm that any personal information which you provide to us will be held securely and in accordance with the registration that we have with the Data Commissioner's Office. We will use and process your personal information in accordance with the Data Protection Act 1998, as amended from time to time, as well as any other relevant data protection or privacy legislation. The types of uses we will make of your personal information shall include the following:

Process any orders that you make via the Website, via email or via telephone (please note that your details may need to be passed to a third party in order for them to supply or deliver the product or service that you ordered and we may retain your details for a reasonable period of time after you have completed the transaction in order to fulfil any contractual obligations such as refunds, guarantees etc)

Process payments and prevent fraudulent transactions (we may retain your details for these purposes for a reasonable period of time and we may pass your details to a third party to carry out these functions)

With your consent, retain your personal information, preferences and details of your transactions in order to keep you informed by email, post, mobile messaging, telephone and/or through other digital means including social media platforms, about products and services (including special offers, discounts, promotions, events, competitions and so on) offered by Welligogs, as well as recommending those which we feel will be of particular interest to you. Please note that this may involve passing your details to carefully selected third parties of whom we work with you deliver our sales and customer service activities

Register you on the Website and where this involves setting you up with an account, we will use your personal information to maintain and update your account (e.g. such as a change of address or change in your push notification preferences)

Improve the content and appearance of the Website to ensure that content is presented in the most effective manner for you, including when you visit one of our overseas native domains

Assess and process your job application (we may retain a record of your information for a reasonable period of time following the end of our recruitment selection process for administration purposes)

Administer any prize draws or competitions run by Welligogs. Please refer to the specific terms & conditions for each prize draw or competition

Administer follow-up information following a face to face meeting or telephone appointment, relevant in the context of exhibitions, events and business development

Carry out assessment and analysis (for example market, customer and product analysis) to enable us to review, develop and improve the products or services which we offer

Comply with our legal obligations in terms of purchase

Enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of Welligogs, our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection, finance checks and credit risk reduction

Your personal information may be disclosed to other businesses within Welligogs which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 736 of the UK Companies Act 1985. As mentioned above, we may also disclose your personal information to carefully-selected and monitored third parties who are engaged to help us run, manage and improve the quality of the products and services that Welligogs offers, as well as for marketing and fraud and credit checking purposes. We require all the third parties that we interact with to treat your personal information as carefully and confidentially as we do

You should be aware that if we are requested by the police or any other regulatory or government authority investigating suspected illegal activities to provide your personal information or any other information we obtain about you, we are entitled to do so

You agree that you do not object to us using your personal information for any of the purposes outlined in this privacy policy and you confirm that you do not and will not consider any of these purposes as a breach of any of your rights under the Privacy and Electronic Communications (EC Directive) Regulations 2003

In circumstances where you contact us by telephone, calls may be recorded for quality, training and security purposes. Calls may also be monitored without your consent for the following circumstances: to provide evidence of a business transaction; to prevent or detect a crime; to investigate the unauthorised use of a telecom system; to ensure that a business complies with regulatory procedures; to see that quality standards or targets are being met; in the interests of national security; and to secure the effective operation of the telecom system

We will not keep your personal information processed by us for any purpose or purposes for longer than is necessary for that purpose or for those purposes. Under data protection legislation you have the right to access information held about you. If you chose to exercise this right, then any access request may be subject to a fee to meet our costs in providing you with details of the information we hold about you

How can I unsubscribe?

If at any point you no longer wish us to hold your personal information or you do not wish to receive information from us then there are a number of ways you can unsubscribe. These are as follows:

You can click onto the "unsubscribe" link in any communication that we send to you by email which will automatically unsubscribe you from that type of communication. Each "unsubscribe" link only relates to that specific type of communication (e.g. marketing communications or survey communications). This means that unsubscribing from marketing communications will not automatically unsubscribe you from our survey communications (or vice versa). Please also note that you may continue to receive communications which are already on route to you for a short period of time while your relevant unsubscribe request is being processed

Alternatively, you can contact our customer services by +44 (0) 01785 662277

Please note that in relation to our in CRM system, you can ask a team member over the phone or at our Staffordshire site to update your preferences (e.g. you can specify that you are happy

for us to send you e-receipts, but that you would prefer not to be included on our marketing mailing list, or vice versa). However, should you wish for your details to be removed from our CRM system completely, then you will need to contact our customer services using the contact details above.

The Website from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and Welligogs does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal details to these websites.

B. COOKIES

Cookies make your Welligogs online experience more enjoyable – and below we have explained exactly what they are, why we use them and how they work.

Cookies are used on this shopping site, but only to keep track of the contents of your shopping cart once you have selected an item. We only use cookies to facilitate the order process.

Please check back frequently to see any updates or changes to our privacy and cookies policy.