



## Privacy Policy

*Last updated: 5th February 2010.*

CozyBay respects your concerns about privacy. We have prepared this Privacy Notice to explain the manner in which we collect, use, disclose and otherwise manage the personal information we may collect from you. The term "personal information" means information about an identifiable individual, including name, address, email address, signature, and other information relating to an individual.

This Privacy Notice applies to the privacy practices at CozyBay stores in the E.U. ("Stores"), on CozyBay's website, <http://www.shop.CozyBay.co.uk/> <http://www.CozyBay.co.uk/> <http://www.CozyBayeshop.co.uk/> ("Website"), and other interactions with our customers.

CozyBay is owned and operated by Cozy Bay UK Limited ("CozyBay").

### **Information we collect and how we use it**

Personal information we collect about you

You may choose to provide personal information (for example, your name, address, telephone number, email address, and/or credit card or debit card and/or bank account number if paying by cheque (where applicable) when you:

- purchase or return merchandise at one of our Stores;
- consent to receive promotional email, SMS text messages and other communications;
- visit or register on the Website;
- participate in our contests, sweepstakes or promotions;
- participate in one of our surveys or other customer research;
- and
- contact our Customer Service Department or otherwise contact us or one of our service providers or partners with a comment, question or complaint.

In the sections to follow we describe in more detail the personal information you may submit, the methods by which you may submit it and how we may use such personal information.

### **Shopping at CozyBay**

You do not have to provide us with any personal information when you purchase merchandise with cash at one of our stores. If you use a credit or debit card or a cheque for your purchase (as applicable), we collect and use your credit or debit card-related information or bank account number, including your signature or pin number to process and administer your payment.

We offer customers the opportunity to place items in our store on hold. To place merchandise on hold, we ask for the customer's name and telephone number for this purpose.



From time to time we may supplement the personal information of our customers with information from publicly available sources, such as information to validate the accuracy of your address or other information you have provided us. This helps us maintain the accuracy of your personal information, improve the nature of our product and service offerings, and to assist in the selection of store locations.

### **Merchandise returns**

When you return merchandise at one of our stores without a receipt, we collect certain personal information to process and track returns and to help administer our loss prevention program, including to help prevent refund fraud. For merchandise returns, we collect the customer's name, address and signature to acknowledge receipt of the refund and for the administration of our loss prevention programme. For merchandise returns where a customer receives a refund on a credit or debit card, we will collect and use credit or debit card-related information including a signature to process and administer a refund.

### **Gift cards & Coupons**

From the Website, you may purchase gift cards for other individuals, who may then come to any one of our Stores and redeem the amount of credit you purchase for them. This service is provided to you by Voucher Express, a third party service provider whom we have retained to operate our gift card service on our behalf. When you purchase one of our gift cards, Voucher Express will ask you to provide details such as the recipient's name and address, your name, address, telephone number, email address and debit or credit card details. The information you provide in connection with your purchase is maintained in a database that is managed and maintained by Cozybay Ltd, who will use the information you submit to provide you with the gift cards on behalf of CozyBay. When purchasing a gift card we recommend that you read Voucher Express's terms and conditions and privacy policy.

### **Careers**

We advertise employment opportunities on the Website. You may submit your CV and other personal information through the Website to apply for employment with CozyBay. To apply online, you will be asked to register and create a password. The information you provide in connection with your application via the Website or email or post is maintained in a database that is managed on our behalf in the United States by a third party service provider. Any applications that we collect in our Stores will be retained in our offices in the United Kingdom. Our service provider is authorised to use the information only in connection with hosting, managing and maintaining our CV database and to process your data only in accordance with our instructions. We use the information you submit to process and respond to your application for employment. Information for all unsuccessful applicants may be kept on file in case other similar vacancies arise, but will be deleted or destroyed in accordance with our standard retention guidelines.

### **Contests, sweepstakes and other promotions**

We may conduct contests, sweepstakes and other promotions. If you choose to participate, we may ask you to provide your name, address, phone number, age, email address and other information. We will use this information for the purpose of conducting such contests, sweepstakes and promotions. At the time you enter the contests, sweepstakes or other promotion, we may obtain your consent to send future promotional communications.

The specific terms and conditions for entering our contests, sweepstakes or other promotions may be posted on the Website before such competitions begin. It is your responsibility to ensure that you are familiar with any applicable terms and conditions prior to participating in such contests, sweepstakes or other promotions.

### **Email and other communications**



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From time to time, we may obtain your consent to send you email or other communications about our products, services, promotions or events that may be of interest to you.

Details of how you can opt out of receiving promotional email from us are detailed in Your choices below.

### **Other Website features**

We offer Website visitors various features for their information and enjoyment, which we may change from time to time. We may ask you to submit certain personal information so we can provide you with these features.

### **Other uses of information**

We may use the personal information you provide on the Website for internal purposes, such as for Website administration, data analytics and compliance purposes. We may use your information to improve merchandise selections and customer service and we might invite you to participate in customer research.

### **Customer Service**

When you contact our Customer Service Department you may be asked for information that identifies you (such as your name, address and phone number) along with additional information we may need to help us answer your query or respond to your comment or complaint. We may also retain this information to assist you in the future and to improve our product and service offerings, events and promotions.

### **Children's privacy**

We do not seek, nor will we knowingly collect personal information from anyone under the age of 18.

### **Other information we collect**

In general, you can visit the Website without telling us who you are or submitting any personal information. However, we will automatically collect certain information describing your visit, including the IP (internet protocol) addresses of all visitors to the Website and other related information such as page requests, browser type, operating system and average time spent on the Websites. We use this information to help us understand the Website activity, and to monitor and improve the Website. We collect this information either through "cookies," "web beacons" or similar technology as explained below.

### **Cookies**

Like many companies, we use "cookies" on the Website. Cookies are bits of text that are placed on your computer's hard drive when you visit certain websites. We use cookies to tell us, for example, whether you have visited us before or if you are a new visitor and to help us identify site features in which you may have the greatest interest. Cookies may enhance your online experience by saving your preferences while you are visiting a particular site.

Most browsers will tell you how to stop accepting new cookies, how to request alerts when you receive a new cookie, and how to disable existing cookies. Please note, however, that without cookies you may not be able to take full advantage of all the Website features.

We may also use a third party to help us gather and analyse information about the areas that you visit on the Website in order to help us evaluate and improve the customer experience and the convenience of the Website, and to help us evaluate some of the specific information that you provide to us.



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## **Web beacons**

Certain pages on the Website contain "web beacons" (also known as internet tags, pixel tags and clear GIFs). These web beacons allow third parties to obtain information such as the IP (internet protocol) address of the computer that downloaded the page on which the beacon appears, the URL of the page on which the beacon appears, the time the page containing the beacon was viewed, the type of browser used to view the page, and the information in cookies set by the third party in order to measure the effectiveness of our ads or promotions and other Website features. We do not authorise our service providers to use your personal information for their own or any others' marketing purposes unless you have agreed to this.

## **Information we share**

We do not sell or otherwise disclose personal information about our customers or Website visitors, except as described in this Privacy Notice. We may share the information you provide with Cozybay Ltd and with our joint marketing partners. We may also share the information with service providers we have retained to perform services on our behalf. These service providers are not authorised by us to use or disclose the information except as necessary to perform services on our behalf or to comply with legal requirements. In addition, we may disclose information about you (i) if we are required to do so by law or legal process; (ii) to law enforcement agencies; or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

### *Joint sponsors*

If a contest, sweepstake or promotion is jointly sponsored by us and one or more other sponsors, your personal information may be shared with such sponsors as specified at the time of collection of your personal information. We do not control the use, disclosure or security of your personal information by other sponsors, and recommend that you carefully review their respective privacy notices, statements and terms of use. If you do not wish your information to be shared with joint sponsors in this manner, you may express this preference when you enter the relevant contest, sweepstake or other promotion.

### *Links to other websites*

The Website may provide links to other website(s) that we do not own or operate. These may include links to sites hosted by our service providers or partners. Links to the Website may be featured on other websites on which we advertise. Except as provided herein, we will not provide any of your personal information to these third parties without your consent. We provide links to third party websites as a convenience to the user. These links are not intended as an endorsement or referral of the linked websites. The linked websites have separate and independent privacy statements, notices and terms of use, which we recommend you read carefully. We do not have any control over linked websites hosted by unrelated organisations, and therefore we have no responsibility or liability for their content or for the manner in which such unrelated organisations that operate such linked websites may collect, use, disclose, secure and otherwise treat your personal information.

## **How we protect personal information**

We maintain appropriate administrative, technical and physical security safeguards in an effort to protect against loss, misuse or unauthorised access, disclosure, alteration or destruction of the personal information you provide on the Website, in our stores and through other means. Unfortunately, no collection or transmission of information over the internet can be guaranteed to be 100% secure, and therefore, we cannot ensure or warrant the security of any such transmission.



Your online access to certain aspects of your personal information may be protected by a password you select. We strongly recommend that you do not disclose your password to anyone. We will never ask you for your password in any unsolicited communication (including unsolicited correspondence such as letters, phone calls or email messages).

We have personal information retention processes designed to retain personal information of our customers for as long as it remains necessary for the purpose stated above or to otherwise meet legal requirements.

### **Access and correction**

Keeping your information up-to-date and accurate is very important. You have the right to access, update, and correct inaccuracies in your personal information, subject to certain exceptions prescribed by law.

You may request access, updating and correction of inaccuracies in other personal information we have in our custody or control by emailing or writing to us at the contact information set out in the "contact us" section. We may request certain personal information for the purposes of verifying the identity of the individual seeking access to his or her personal information records and as necessary to process your request.

### **Your choices**

If you would like to opt out of receiving promotional communications from us, please contact our Customer Service Department. Please allow at least twenty-eight (28) days for promotional communications to cease and for your details to be removed from our mailing list.

### **Changes to our Privacy Notice**

This Privacy Notice may be updated periodically and without prior notice to you to reflect changes in our practices involving your personal information. The revised Privacy Notice will be posted on this Website. We strongly encourage you to refer to this Privacy Notice often for the latest information about our personal information practices.

### **How to contact us**

If you have any questions or comments about this Privacy Notice, or if you have any general questions about the personal information practices of CozyBay in the E.U., or if you would like us to update information we have about you or your preferences, please contact us by:

Sending an email to [Enquiry@cozybay.co.uk](mailto:Enquiry@cozybay.co.uk)

or

Writing to:

Customer Service Department

CozyBay Head Office

Unit 7, Ventura Place, Factory Road,

Upton Industrial Estate, Poole, BH16 5SW, UK

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