

The Longbow Emporium

GDPR Statement

General Data Protection Regulation (GDPR) strengthens and unifies data protection for individuals within the European Union (EU). Below is a brief explanation of how The Longbow Emporium deals with customer data.

Clearly to fulfil any order either on-line, over the telephone or through a customer visit, key information relating to you and your order will need to be taken. This will include:-

- your name and address,
- your email and contact details,
- the descriptor of the items you have purchased along with their cost
- your payment details i.e. card main number, date of expiry and CVC.

Online purchase details are held securely by the RomanCart eCommerce software system and can only be accessed by The Longbow Emporium and RomanCart. Whilst RomanCart has a huge range of Marketing, CRM and Order Fulfilment capabilities, none of these are used by the Longbow Emporium and your details are used simply to meet the requirements of your order and will not be made available to any further party. The Longbow Emporium maintain no customer contact lists, email Marketing lists, promos and offers lists or External Sales Tracking. You will not be contacted other than if necessary, in the clarification of details relating to a successful delivery of your order.

Off-line payment details, through customer visit or telephone calls are destroyed immediately on completion of the transaction. Only a merchant copy of the receipt is kept for internal accounting purposes.

The Longbow Emporium utilises the courier broker **Parcels2go** to deliver your order. Address and contact details only are securely held by this company and are only accessed by The Longbow Emporium and Parcels2go.

If you have any queries relating to your data and how it is used please do not hesitate to contact The Longbow Emporium at enquiries@longbowemporium.co.uk