

# GPDR

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## General Data Protection Regulation

### Our Continued Commitment to you and your Privacy

Opticstar Ltd is a Limited Company registered in the UK. Opticstar is registered as a Data Controller with the Information Commissioner's Office (ICO) and is PCI Compliant.

Company Registration Number:	04847119
V.A.T. registration number:	GB 860 4244 40
ICO Registration Number:	Z1011733

### Trading Address:

Opticstar Ltd, 87 Washway Road Sale, Greater Manchester, M33 7TQ, United Kingdom. Email: [info@opticstar.com](mailto:info@opticstar.com)

GDPR aims to give you more control over your data. It offers new and strengthens existing rights. To learn more about the GDPR and your rights, please visit the [Information Commissioner's Office website](#) (ICO) – ICO is an independent authority that upholds information rights in the public interest.

We use personal data you supply us with, for the purpose of processing and shipping your order and for offering customer support related to your purchase and also enquiries. Such data consists of products and services you have purchased, correspondence, your name, shipping and contact details. We do not have access to, and therefore do not store any billing data which are processed by WorldPay, Barclays ePDQ and in rare occasions PayPal.

## Marketing Activities

We do not undertake any Direct Marketing activities using your data unless authorised by yourselves.

## Use of Cookies

The processing of the information and insight derived from cookies is processed under the legal basis of 'legitimate interest'.

We use cookies that are required to store your Shopping Basket and process your order.

You may disable cookies via your browser settings or browse 'in private' but you may be unable to place an order.

## Third Party Cookies

Our website does not use third party cookies.

## Collecting personal information

We collect personal information when you use our website to register, place an order, e-mail us or contact us using other means. When placing an order or registering on our website for the first time, you would be asked to enter your name, email address, mailing address, telephone number and other details that will enable us to fulfil your order.

## Legal justification for Processing Personal Data

We process data on the legal basis that is our 'legitimate business interests', thus meeting GDPR and E-Privacy standards. We also rely on contract, legal obligation and consent for specific uses of data.

## How we use the information you provide us with.

We may use the information as follows:

1. To process a transaction and ship an order or item.
2. To provide customer service and support.
3. To tailor our website to our customers' needs.
4. To follow up with after correspondence with an existing or new customer.

## How do we protect your information?

Personal information consisting of names, email addresses, mailing addresses, telephone numbers are kept behind secured networks. This information is only available to a limited number of authorised personnel.

## Reviewing your Information

At any time, you may review or update the personally identifiable information that we hold about you, by e-mailing us at [info@opticstar.com](mailto:info@opticstar.com). We will take reasonable steps to verify your identity before altering information.

## Information Storage

To comply with HMRC tax regulations we need to keep transaction records for a period of up to 7 years.

## Changing your personal information

You can request to alter or delete your personal information by contacting us subject to restrictions imposed by the text under the Information Storage heading in the previous paragraph. Such changes may have an effect on the warranties of the products and services you have purchased. Please contact us on [info@opticstar.com](mailto:info@opticstar.com) for more information.

## Third-party disclosures

Billing information is handled and transactions processed through WorldPay, PayPal, Barclays EPDQ and Barclays bank. We never store or have access to your billing data.

To ship an order or item to you we need to pass your name, address, email and telephone number where applicable to delivery companies to fulfil an order. We typically use Royal Mail and UPS but in rare occasions we may use other carriers including TNT, DPD, FedEx, DHL and Parcel Force. Also, we may use a broker service including InterParcel and Parcel2Go to obtain a competitive quote. This applies to all shipments within the UK, EU and rest of the world.

## More Information

For more information regarding GDPR please contact us.

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*Email: [info@opticstar.com](mailto:info@opticstar.com)*

*Web: [www.opticstar.com](http://www.opticstar.com)*

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