WEAR YOUR WORDS

PRIVACY POLICY

Last updated: 31/08/2026

At **Wear Your Words**, we respect your privacy and are committed to protecting the personal information you provide to us.

This Privacy Policy explains what information we collect, why we collect it, how we use it, who we may share it with, and the rights you have in relation to your personal information.

By using our website or placing an order with us, you acknowledge that you have read this Privacy Policy.

1. Information We Collect

When you contact us, place an order or use our services, we may collect personal information including:

- Full name
- Email address
- Telephone number
- Billing address
- Delivery/shipping address
- Order details, including products purchased and order information
- Payment information necessary to identify and record your payment

When you place an order, you may also provide information about what you would like to purchase, including your chosen products, sizes, colours, quantities and other order details.

We only collect information that is reasonably necessary for us to operate Wear Your Words, process your orders and provide our services.

We do not intentionally collect sensitive personal information such as medical records or identification documents through our normal ordering process.

2. How We Collect Your Information

We collect information directly from you when you:

- place an order;
- complete one of our order forms;
- contact us by email;
- contact us regarding an existing order;
- request a refund or return;
- provide feedback; or
- otherwise communicate with Wear Your Words.

Our orders are currently collected through **Google Forms**, with order information stored using **Google Forms and Google Sheets**.

We also use **Gmail** to communicate with customers and manage customer correspondence.

3. Information Collected Through Our Website

Our website is hosted through **Wix**.

When you visit or use our website, certain technical information may be collected automatically by the website or its services.

This may include information such as your IP address, browser type, device information and information about how the website is used.

The exact information collected may depend on the settings and services currently enabled on our website.

We may use website information to help operate, maintain and improve our website and understand how visitors use it.

Information about cookies and similar technologies will be explained in our Cookie Policy.

4. How We Use Your Information

We use your personal information for legitimate business purposes, including:

- processing and fulfilling your orders;
- confirming your orders;
- processing payment information;
- providing delivery information and updates;
- responding to questions and enquiries;
- dealing with refunds and returns;
- contacting you if there is a problem with your order;
- providing customer support;
- keeping appropriate records of orders and transactions;
- asking for feedback about your experience; and
- managing and improving our business and website.

We may also use your information where necessary to comply with legal, accounting or other legal obligations.

We are not currently sending marketing or promotional emails. If we introduce marketing communications in the future, we will provide an appropriate way for customers to manage their marketing preferences.

5. Our Legal Basis for Using Your Information

We only use your personal information where we have a lawful basis to do so.

Depending on the circumstances, this may include:

Contract

We need to use certain information to process and fulfil your order and provide the products and services you have requested.

For example, we need your name and delivery address to send your order to you.

Legal Obligations

We may need to keep or use certain information to meet legal, accounting, tax or other legal requirements.

Legitimate Interests

We may use information where it is reasonably necessary for the operation and management of Wear Your Words, provided that doing so does not unfairly override your rights and interests.

Consent

Where we rely on your consent, you have the right to withdraw that consent.

6. Payment Information

Payments for Wear Your Words orders are currently processed through **Monzo**.

Depending on the payment made, we may be able to see information such as:

- your name;
- the amount paid; and
- the payment reference.

Wear Your Words does **not** store customers' full bank account or card details.

Payment information is used to confirm and record payments and to help us process your order.

7. Sharing Your Information

We do not sell, rent or trade your personal information.

We may share personal information with trusted organisations or service providers where this is necessary to operate Wear Your Words and fulfil your order.

This may include:

Google

We use Google services including **Google Forms, Google Sheets and Gmail** to collect, store and manage order information and communicate with customers.

Wix

Our website is hosted and operated through **Wix**, which may process information in connection with the operation of our website.

Payment Services

Payment information may be processed through **Monzo** in order to receive and record payments.

Delivery Providers

We may provide necessary customer information, such as your name and delivery address, to **Royal Mail or another delivery provider** where this is required to deliver your order.

Wear Your Words Team

Members of the Wear Your Words team may have access to customer information where necessary to process orders, provide customer support, manage the business and fulfil other business responsibilities.

We only share information where there is a reasonable business or legal reason for doing so.

8. Customer Photographs and Social Media

We may receive photographs that include customers or other individuals where those photographs are shared with Wear Your Words, for example when a customer posts a photograph and tags our social media account.

Where we wish to use a photograph containing an identifiable person for Wear Your Words advertising or promotional purposes, we will obtain appropriate permission before using it.

We will not use customer photographs for advertising without the appropriate permission.

Photographs of products taken by Wear Your Words for advertising purposes may be used on our website, social media and other promotional materials.

9. Children's Information

Wear Your Words sells children's clothing, but our normal ordering process does not require us to collect personal information about the child wearing the clothing.

We do not intentionally collect children's names, dates of birth, school information or other personal information about children as part of our standard ordering process.

Where an adult places an order for children's clothing, we generally process the information provided by the adult customer in relation to the order.

10. How We Store and Protect Your Information

We take reasonable steps to protect the personal information we hold from unauthorised access, loss, misuse, alteration or disclosure.

Customer information may be stored through services including:

- Google Forms;
- Google Sheets;
- Gmail;
- Wix;
- Monzo; and
- other services necessary to operate Wear Your Words.

Access to customer information is limited to people who need it for legitimate Wear Your Words business purposes.

However, no method of storing or transmitting information online can be guaranteed to be completely secure.

11. How Long We Keep Your Information

We keep personal information only for as long as reasonably necessary for the purposes for which it was collected.

This may include keeping information for:

- fulfilling and managing orders;
- providing customer support;
- maintaining records of purchases;
- dealing with refunds and returns;
- resolving enquiries or complaints;
- meeting legal, accounting and tax requirements; and
- protecting our legitimate business interests.

When personal information is no longer reasonably required, we may securely delete, anonymise or otherwise dispose of it.

12. Your Privacy Rights

Depending on the circumstances, you may have rights under applicable data protection law, including the right to:

- request access to personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- request deletion of your personal information;
- request that we restrict how we use your information;
- object to certain uses of your information;
- request the transfer of certain personal information to another organisation; and
- withdraw consent where we rely on consent to process your information.

Some rights are subject to legal exceptions and may not apply in every circumstance.

If you wish to exercise any of these rights, please contact us using the details below.

13. Your Right to Complain

If you have concerns about how Wear Your Words handles your personal information, we encourage you to contact us first so that we can try to resolve the issue.

You also have the right to make a complaint to the **Information Commissioner's Office (ICO)** if you believe that your personal information has not been handled appropriately.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, the information we collect or our legal obligations.

When we make changes, we will update the **“Last updated”** date at the beginning of this policy.

We encourage you to check this page periodically for the latest version.

15. Contact Us

If you have any questions about this Privacy Policy, how we use your information or wish to exercise your data protection rights, please contact us:

Wear Your Words

Email: support@wear-your-words.com
Telephone: 07974 933996

WEAR YOUR WORDS

Last updated: 31/08/2026

Thank you for trusting Wear Your Words with your information.