



A Little Cup Tea Co.
Privacy Policy

Thank you for visiting A Little Cup Tea Company. This notice explains how and why we use and collect your data when you visit our website and use our services. It is in our interests to respect how we use your information, and we are completely committed to protecting your data and privacy.

Who We Are:

Email: info@alittlecup.com

Address:

23 Pembroke Avenue

Hove

East Sussex

BN3 5DB

Web address: alittlecup.com

Registered Company No: 13544044

What data do we collect?

- Your Name
- Delivery Address
- Payment Information
- Billing Information
- Email Address
- Phone Number
- Communication History

How we receive this information

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have placed an order with us
- You have signed up to our mailing list
- You have entered a competition on Instagram

How we use your information

If you have placed an order:

- To send you your order
- To process your payment
- To manage returns, refunds, or any further requests on previous orders
- To manage customer service queries and requests

If you have signed up to our mailing list:

- To keep you informed of our latest products and workshops which we think you'll be interested in

If you have entered a competition on Instagram:

- To let you know you have won! We will also ask for your address so we can get your prize to you

How do we collect your data?

- If you register for an account with us, or place an order for any of our products or workshops
- If you sign up to our mailing list via our popup form or from placing an order
- If you voluntarily complete a customer survey or provide feedback on any of our review sites, message us on social media or enter one of our competitions
- If you contact us via email or telephone with a query

How do we store this information?

A Little Cup Tea Co. securely stores your data within company owned and protected computers, at our registered address of 23 Pembroke Avenue, Hove, East Sussex, BN3 5DB. We will keep your information on record for as long as you have an account with us in order to provide services to you.

Do we share your data?

We may share your data with third parties in order to fulfill your orders and to keep our communications with you up to date.

Marketing

If you have signed up to our mailing list and chosen your marketing preferences accordingly, we may contact you highlighting services and offerings that we think you may be interested in.

You retain the right to opt out of our marketing at any time by contacting us via email at info@alittlecup.com or by adjusting your marketing preferences by following the links at the bottom of our marketing emails.

Your Data Protection Rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at info@alittlecup.com if you wish to make a request.

Changes to our privacy policy

This policy was last updated 01/02/2022. We review our privacy policy in line with any regulation or operational changes and updates to our website.

Our website may contain links to other websites. This privacy notice applies only to alittlecup.com and so we would encourage you to read the privacy policy of any external links you may visit.

How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@alittlecup.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>