

Privacy Policy

Personal Data That We Collect

FamilyRollo collects essential data to be able to complete your order. When completing an order with us, we will take your name, billing address, contact telephone number, email address and where applicable, a separate delivery address. Payment details are also taken for orders where payment is required.

How We Use Personal Data

FamilyRollo uses the data that we collect to provide you with the product that you have ordered from our website. Your name is taken so we can address our communications to you and also so that your parcel is dispatched for your attention. Your billing address is taken to allow validation of your payment details and where applicable, a delivery address is taken so that the parcel can be delivered to the address that suits you best. We also take a contact telephone number so that we can contact you if there are any problems with your order and we take an email address so that we can send you order notifications and updates and any communications should we be unable to contact you by telephone. Your email address also serves as part of your log in to our order tracking service.

Reasons We Share Personal Data

We share your personal data as necessary to complete any transaction or provide any product you have requested or authorised. This data is shared with couriers working on our behalf. It is also used when required by law or to respond to legal process, to protect our customers and to protect the rights or property of FamilyRollo. Access to your personal data is limited to information needed to perform these functions and may not be used for other purposes. Furthermore, all personal information is processed in accordance with this Privacy Notice and as permitted by applicable data protection laws.

The security of your information.

We work to protect the security of your information during transmission by using software, which encrypts information you input. We do not reveal any of your credit card details when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card company during order processing. We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

How can you see what information we have about you?

It's your right under the UK Data Protection Act to ask for a copy of your information.

We'll need to see two copies of your ID. Valid forms of ID include the following:

- Passport
- Driving licence
- Birth certificate
- Utility bill (from the last three months)
- Current vehicle registration document
- Bank statement (from the last three months)
- Rent book (from the last three months)