

January 2024



RADOJUNKIE PRIVACY POLICY

Your Data is Secure

When you visit our website <https://radojunkie.com/> (the “Website”), and more generally, use any of our services (the “Services”, which are purchasing goods, booking consultations, events in the website), we appreciate that you are trusting us with your personal information. We take your privacy very seriously. In this privacy notice, we seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this privacy note that you do not agree with, please discontinue use of our Services immediately.

This privacy notice applies to all information collected through our Services (which, as described above, includes our Website), as well as, any related services, sales, marketing or events.

Please read this privacy notice carefully as it will help you understand what we do with the information that we collect.

January 2024



RADJUNKIE

HOW DO WE PROTECT YOUR DATA?

Your information is securely stored in the UK on a secure server. For customers based in the UK the purposes of data protection this policy refers to is the 1998 Data Protection Act. Now that the UK has left the EU, everyone living in the EU will be handled under the General Data Protection Regulation (GDPR) or any subsequent, and successor, legislation.

Radojunkie is the data controller of the personal information we hold about you using our services. By using our services, you agree to the use of the data that we collect in accordance with this Privacy Policy.

WHAT INFORMATION DO WE COLLECT?

The personal information you disclose to us

In short: We collect the personal information that you provide to us.

We collect personal information that you have provided us voluntarily when you register on the Website, express an interest in obtaining information about us or our new products and Services, when you participate in activities on the Website or otherwise when you contact us.

The personal information that we collect depends on the context of your interactions with us and the Website, the choices you make and the products and features you use. The personal information we collect may include the following:

January 2024



RADJUNKIE

Personal Information Provided by You. We collect names; email addresses; contact preferences; phone numbers; usernames; date of birth and items ordered.

“We” and third-party providers of advertisements may also collect information regarding your visit to www.radojunkie.com. This may include information such as where you are geographically, how you were referred to us (e.g. Google search, Facebook ads or email marketing), your browser and device type, the pages you viewed, the duration of your visit and any search terms used. This information may be collected even if you do not register an account with us.

Other information that may be needed from time to time to process a request may also be collected as indicated on the website.

Data in relation to credit card payments are processed by Worldpay on a secure website linked to ours and they have their own privacy policy.

HOW DO WE GET THIS INFORMATION AND HOW DO WE USE IT?

In Short: We process your information for purposes based on legitimate business interest, the fulfilment of our contract with you and to make your shopping experience as easy as possible.

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

- From time to time we may want to let you know about promotional offers and release dates, so we may use your registered information to send marketing material.
- If you set up an online account with us, we will also store your email address and password so that your check out process is quicker.

January 2024



RADJUNKIE

- If you sign up to receive our email newsletter, we will request and store your email address. You can opt-out of marketing emails at any time.
- If you make a purchase, we will use your information to fulfil and manage your orders, payments and returns.
- We may also use demographic information such as postcode, preferences and interests to improve our services.
- We take fraud very seriously, so the information helps us assist in its detection and prevention of any suspicious activity.
- Our Courier Service has selected access to your details for delivery purposes only (name, address and contact number).
- Data in relation to credit card payments is processed by [Wix Payments](#), [Adyen B.V.](#) and [Stripe](#). Stripe on a secure website linked to ours and they have their own privacy policy.

Data collected in the UK is held in accordance with the Data Protection Act. Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting contact@radojunkie.com.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.



(f) We have a legitimate interest

All reasonable precautions are taken to prevent unauthorised access to this information. This safeguard may require you to provide additional forms of identity should you wish to obtain information about your account details.

WHAT DO WE DO WITH ALL THIS?

We love to keep in touch with our customers, and we want you to know that we are here whenever you need us. So, I guess the question is why are we contacting you, or using your information?

- We may use the information to improve our products and services. The last thing you'd want to miss is a promotion or update on the latest release date!
- If you have signed up for our newsletters, we contact you to update you about exciting new product launches, community polls, sales and offers which are exclusive to our subscriber list. As mentioned at the beginning of this Policy, you can opt-out of marketing emails at any time.
- When you make a purchase online, we will contact you via email to notify you of any updates to your order.
- We may request if you would like to leave a review for products once received.
- If you are successful when entering any competitions or prized giveaways we will notify you via email.
- We will contact you by telephone if there is a problem with your order or if we need to get in touch regarding a refund.
- For items being delivered by our courier, the courier company will send you an email or a text message with a delivery update if you provided a valid phone number and email address when you placed the order.
- If you purchase an item in one of our stores and consent to an electronic receipt this will be sent via email.



WILL YOUR INFORMATION BE SHARED WITH ANYONE?

In Short: We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfil business obligations.

- We do not disclose any personal information obtained about you from this website to third parties except when we need to do so in order to complete the transaction – e.g. to fulfil your order, when arranging for a courier company to deliver goods that you have requested.
- We may also use the information to keep in contact with you and inform you of the exciting developments associated with our business.
- You will be given the opportunity to remove yourself from any mailing list or similar device. If at any time in the future we should wish to disclose information collected on this website to any third party, it would only be with your knowledge and consent.
- We may from time to time provide information of a general nature to third parties, for example, the number of individuals visiting our website or completing a registration form, but we will not use any information that could identify those individuals.



DO WE USE THIS INFORMATION FOR MARKETING PURPOSES?

We always want to make sure that you, our valued customer is not missing out on the latest news or promotions we have, which is why we use the following marketing tools;

- **GOOGLE ANALYTICS:** Many organisations use this popular analytics package with their website to observe statistics and adapt online services. We do use cookies to trace traffic anonymously through our website, where the data is collated on the Google Analytics webpage. If you do not wish to participate in this, please visit your web browser settings.
- **SOCIAL MEDIA:** We love social media which is why we use it to broadcast messages and updates about products and news. We love chatting to you on there, so on occasions, we may reply to comments or questions you make to us on social media platforms. You may also see adverts from us on social media that are tailored to your interests. Depending on your settings or the privacy policies of social media and messaging services like Facebook, Instagram or Twitter, you might give third parties permission to access information from those accounts or services.
- **REMARKETING:** Radojunkie uses remarketing tracking cookies and conversion pixels from vendors such as Google, Facebook, Twitter, LinkedIn and Pinterest to present special offers to you for our products or services over the Google Content Network and via social networks. This means you may see an ad for one of our products or services as a result of visiting our website. In addition, Radojunkie uses custom audiences based on emails of subscribers and customers. This allows us to present special offers for our products to you via Facebook and Instagram. However, your personally identifiable information is not used by any remarketing service other than to present special offers from us. If you want to opt-out of any of these, you can do so here: [X](#) Need to add links to opt-out options although it is not essential but easy for the customer should they wish to configure their settings generally.



DO WE USE COOKIES?

In Short: We may use cookies and other tracking technologies to collect and store your information.

- Your web browser has an integrated facility for storing small files, “cookies”, that hold information that allows any website to recognise your account. Our website takes advantage of this facility to ensure you receive the best experience. From the get-go, you have the ability to prevent your computer from accepting cookies but, if you do, certain functionality on the website may be impaired.
- Cookies help us provide you with a better website experience, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. When entering the site for the first time you will be presented with an option to accept the cookie policy. There will also be an option to opt-out at any time. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.
- We use traffic log cookies to identify which pages are being used.
- This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs.
- We only use this information for statistical analysis purposes.

January 2024



RADOJUNKIE

DO WE MAKE CHANGES TO THIS POLICY?

In Short: Yes, we will update this notice as necessary to remain compliant with relevant laws.

- Any changes to our Privacy Policy will be placed here and will supersede this version of our Policy. We will take reasonable steps to draw your attention to any changes in our Policy if you are on our mailing list. However, you should read this document each time you use the website to ensure that it still meets with your approval.

January 2024



RADOJUNKIE

How to complain

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

You can also correct any factual errors in that information or require us to remove your details from any list under our control.

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 contact@radojunkie.com if you wish to make a request.