

# 1. Privacy Policy

Welcome to GUILT FREE ENTERPRISE's Privacy Policy

1. We're Guilt Free Enterprise ltd t/a nojo , 09804604 of 8b Heath Street, NW3 6TE, London, UK and welcome to our privacy policy. This policy sets out how we handle your personal information if you're a client or visitor to our websites. It applies across our physical data, electronic data and ecommerce transactions.
2. When we say 'we', 'us' or guilt free enterprise ltd it's because that's who we are and we own and run the business and websites.
3. If we say 'policy' we're talking about this privacy policy. If we say 'user terms' we're talking about the rules for using each of our services or websites. The rules vary by product/service and each product/service makes them separately available and seeks consent to them separately to this policy.

## 2. The type of personal information we collect

1. We collect certain personal information about our clients and users of our websites.
2. The most common types of information we collect include things like: email addresses, IP addresses, other contact details, survey responses, blogs, photos, payment information such as payment agent details, transactional details, tax information, support queries, forum comments, content you direct us to make available on our Sites such as nojolondon.co.uk and related social media channels and web analytics data.
3. We will also collect personal information from job applications (such as, your CV, the application form itself, cover letter and interview notes).

## 3. How we collect personal information

1. We collect personal information directly when you provide it to us, automatically as you navigate through our websites, or through other people when you use services associated with the products and services we offer.
2. We collect your personal information when you provide it to us when you complete purchase order forms, membership registration and buy or provide items or services on our websites, subscribe to a newsletter, email list, submit feedback, enter a contest, fill out a survey, or send us a communication.

## 4. Personal information we collect about you from others

1. Although we generally collect personal information directly from you, on occasion, we also collect certain categories of personal information about you from other sources. In particular:
  - a. financial and/or transaction details from payment providers in order to process a transaction;
  - b. third party service providers (like Google, Facebook and other social media platforms), which may provide information about you when you link, connect, or login to your account with the third party provider and they send us information such as your registration and profile from that service, this only occurs if you are using membership subscription The information varies and is

controlled by that service provider or as authorized by you via your privacy settings at that service provider; and

c. other third party sources/ and or partners, whereby we receive additional information about you (to the extent permitted by applicable law), such as demographic data or fraud detection information, and combine it with information we have about you. For example, fraud warnings from service providers like identity verification service. We also receive information about you and your activities through partnerships, or about your experiences and interactions from our partner ad networks. We also receive information about you as a rights holder from our third party authors. For example, information in the form of a model release when your image is used in an item made available on our Sites.

## 5. How we use personal information

1. We will use your personal information:
2. To fulfil a contract job order, or take steps linked to a contract: in particular, in facilitating and processing transactions that take place on the Sites, like where you purchase an item from our marketplace.
3. Where this is necessary for purposes which are in our, or third parties, legitimate interests. These interests include:
4. Sub-contracting full/part of a job
  - a. operating the websites;
  - b. providing you with services described on the websites;
  - c. verifying your identity when you sign in to any of our websites;
  - d. responding to support tickets, and helping facilitate the resolution of any disputes;
  - e. updating you with operational news and information about our Sites and services e.g. to notify you about changes to our Sites, website disruptions or security updates;
  - f. carrying out technical analysis to determine how to improve the Sites and services we provide;
  - g. monitoring activity on the Sites, e.g. to identify potential fraudulent activity and to ensure compliance with the user terms that apply to the Sites;
  - h. managing our relationship with you, e.g. by responding to your comments or queries submitted to us on the Sites or asking for your feedback or whether you want to participate in a survey;
  - i. managing our legal and operational affairs (including, managing risks relating to content and fraud matters);
  - j. training guilt free enterprise's staff about how to best serve our user community;
  - k. improving our products and services.
  - l. providing general administrative and performance functions and activities; and
  - m. processing your job application to guilt free enterprise ltd
5. Where you give us consent:
  - a. providing you with marketing information about products and services which we feel may interest you; and

- b. customising our services and websites, like advertising that appear on the Site – where this involves the use of cookies or similar technologies – in order to provide a more personalised experience.
6. For purposes which are required by law.
7. For the purpose of responding to requests by government, a court of law, or law enforcement authorities conducting an investigation.

## 6. When we disclose your personal information

1. We will disclose personal information to the following recipients:
  - a. subcontractors and service providers who assist us in connection with the ways we use personal information (as set out above), in particular: website hosting providers; technical and customer support services; recruitment agencies; marketing and analytics services; security and fraud prevention services; subscription management services; payment processing services; identification verification services; and operational tooling services. Noting that our subcontractors and services providers may also transfer and access such information from other countries in which they have operations.
  - b. our professional advisers (lawyers, accountants, financial advisers etc.);
  - c. regulators and government authorities in connection with our compliance procedures and obligations;
  - d. a purchaser or prospective purchaser of all or part of our assets or our business, and their professional advisers, in connection with the purchase;
  - e. a third party to respond to requests relating to a criminal investigation or alleged or suspected illegal activity;
  - f. a third party, in order to enforce or defend our rights, or to address financial or reputational risks;
  - g. a rights holder in relation to an allegation of intellectual property infringement or any other infringement; and
  - h. other recipients where we are authorised or required by law to do so.

## 7. Where we transfer and/or store your personal information

We are based in the UK so your data will be processed in the UK. Some of the recipients we have described in section 10 above, and to whom we disclose your personal information, could be based outside the UK. We do this on the basis of your consent to this policy. In order to protect your information, we take care where possible to work with subcontractors and service providers who we believe maintain an acceptable standard of data security compliance.

## 8. How we keep your personal information secure

We store personal information in one or more of the following locations

- on secure servers that are managed by us and our service providers,
- hard copy files that are kept in a secure location in our office.
- on secure servers that are managed by internet service providers – outside our office.

Personal information that we store or transmit is protected by security and access controls, including username and password authentication, two-factor authentication, and data encryption where appropriate.

## 9. How you can access your personal information

You can access some of the personal information that we collect about you by logging in to your account. You also have the right to make a request to access other personal information we hold about you and to request corrections of any errors in that data. You can also close the account you have with us for any of our Sites at any time. To make an access or correction request, contact our privacy champion using the contact details at the end of this policy.

## 10. Marketing Choices regarding your personal information

1. Where we have your consent to do so (e.g. if you have subscribed to one of our e-mail lists or have indicated that you are interested in receiving offers or information from us), we send you marketing communications by email about products and services that we feel may be of interest to you. You can 'opt-out' of such communications if you would prefer not to receive them in the future by using the "unsubscribe" facility provided in the communication itself.
2. You also have choices about cookies, as described below. By modifying your browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set, or to reject all cookies. If you choose to reject cookies some parts of our Sites may not work properly in your case.

## 11. Cookies (not the type you eat!) and web analytics

For more information about how we use cookies, web beacons and similar technologies see our cookie policy here and for more general information on cookies, see <http://www.allaboutcookies.org>.

1. When you visit our Sites, there's certain information that's recorded which is generally anonymous information and does not reveal your identity. If you're logged into your account some of this information could be associated with your account. We're talking about the following kinds of details:
  - a. your IP address or proxy server IP address;
  - b. the domain name you requested;
  - c. the name of your internet service provider is sometimes captured depending on the configuration of your ISP connection;
  - d. the date and time of your visit to the website;
  - e. the length of your session;
  - f. the pages which you have accessed;
  - g. the number of times you access our site within any month;
  - h. the file URL you look at and information relating to it;
  - i. the website which referred you to our Sites; and
  - j. the operating system which your computer uses.
2. Occasionally, we will use third party advertising companies to serve ads based on prior visits to our Sites. For example, if you visit our Sites, you may later see an add for our products and services when you visit a different Site. Read more about your options in our cookie policy.

## 12. Information about children

Our Sites are not suitable for children under the age of 16 years, so if you are under 16 we ask that you do not use our Sites or give us your personal

information (if you are a young tech wiz, please direct your nearest responsible adult to use the Sites for you!). If you are from 16 to 18 years, you can browse the Sites but you'll need the supervision of a parent or guardian to become a registered user. It's the responsibility of parents or guardians to monitor their children's use of our Sites.

### 13. Information you make public or give to others

If you make your personal information available to other people, we can't control or accept responsibility for the way they will use or manage that data. There are lots of ways that you can find yourself providing information to other people, like when you post a public message on a forum thread, share information via social media, or make contact with another user (such as a third party Author) whether via our Sites or directly via email. Before making your information publicly available or giving your information to anyone else, think carefully. If giving information to another user via our Sites, ask them how they will handle your information. If you're sharing information via another website, check the privacy policy for that site to understand its information management practices as this privacy policy will not apply.

### 14. How long we keep your personal information

We retain your personal information for as long as is necessary to provide the services to you and others, and to comply with our legal obligations. If you no longer want us to use your personal information or to provide you with services from guilt free enterprise ltd, you can request that we erase your personal information and close your guilt free enterprise ltd account. Please note that if you request the erasure of your personal information we will retain information from deleted accounts as necessary for our legitimate business interests, to comply with the law, prevent fraud, collect fees, resolve disputes, troubleshoot problems, assist with investigations, enforce the terms of service and take other actions permitted by law. The information we retain will be handled in accordance with this Privacy Policy.

### 15. When we need to update this policy

1. We will need to change this policy from time to time in order to make sure it stays up to date with the latest legal requirements and any changes to our privacy management practices.
2. When we do change the policy, we'll make sure to notify you about such changes, where required. A copy of the latest version of this policy will always be available on this page.

### 16. How you can contact us

If you have any questions about our privacy practices or the way in which we have been managing your personal information, please contact our customer service team at guilt free enterprise ltd 8b Heath Street, NW3 6TE, London, UK in writing or [love@nojolondon.co.uk](mailto:love@nojolondon.co.uk)

We're really glad you made it to the end of the privacy policy, because knowing this stuff is the best way to understand how your personal information is used and how to best manage it!

17. Users from the European Economic Area - these rights also apply to you:

For the purposes of applicable EU data protection law (including the General Data Protection Regulation 2016/679 (the “GDPR”), we are a ‘data controller’ of your personal information.

18. How you can access your personal information

1. You are also entitled to ask us to port your personal information (i.e. to transfer in a structured, commonly used and machine-readable format, to you), to erase it, or restrict its processing. You also have rights to object to some processing that is based on our legitimate interests, such as profiling that we perform for the purposes of direct marketing, and, where we have asked for your consent to process your data, to withdraw this consent as more fully described below.
2. These rights are limited in some situations – for example, we can demonstrate that we have a legal requirement to process your personal information. In some instances, this means that we may retain some data even if you withdraw your consent.
3. Where we require your personal information to comply with legal or contractual obligations, then provision of such data is mandatory: if such data is not provided, then we will not be able to manage our contractual relationship with you, or to meet obligations placed on us. In all other cases, provision of requested personal information is optional.
4. If you have unresolved concerns you also have the right to complain to data protection authorities. The relevant data protection authority will be the data protection authority of the country: (i) of your habitual residence; (ii) of your place of work; or (iii) in which you consider the alleged infringement has occurred.

Both personal information and personal data have the same meaning in the context of this Privacy Policy.

guilt free enterprise ltd’s Privacy Policy v1, effective date 25 May 2018

## **TERMS AND CONDITIONS**

### 1.Placing an Order

When you place an order Guilt Free Enterprise Ltd, either by telephone or via the website [www.nojolondon.co.uk](http://www.nojolondon.co.uk) you are deemed to have read and understood the following terms and conditions.

#### 1.1 Cancelling your order

Orders can be cancelled 48hr prior to the specified delivery date by emailing contact provided on “get in touch” page, stating your order number and reason for cancelling. Please note, once orders have been despatched we cannot cancel it due to the perishable nature of the product. We cannot cancel orders during peak events which can be processed four days prior to despatch. Once we have received your cancellation request we will confirm this cancellation via email.

## 1.2 Changes to orders

We can make a change to an order with reasonable notice and before dispatch; once an order has been dispatched we cannot amend the order. For all changes please call the customer service team or email your request stating your order number clearly. For all other products, they may be returned and refunded if they are returned within 14 days from day of receipt. All refunds will be made within 14 days of receiving the returned item. Refunds are processed within 3 to 4 working days.

## 2. Refunds

**For refund – please see our Returns Policy.**

## 3. Vouchers:

Any voucher issued by Guilt Free Enterprises will bear no monetary value and may be subject to change. Vouchers may be revoked or altered at any time at the company's discretion. For the use of vouchers only, there is a minimum order value of £13.5. Vouchers used for purchases below this value will not be accepted and no sum will be deducted. There is a limit of 1 voucher redemption per order. Vouchers may only be redeemed on the web at the checkout stage and cannot be redeemed over the telephone. Some vouchers will have an expiration date. Check the voucher issue for further details as expired vouchers may not be honoured.

## 4. Deliveries

We cannot guarantee a delivery date as delivery is executed via a third party, but will endeavour to deliver on your desired date as all products are dispatched the day before the intended delivery day using a 24 hour delivery service the day before your chosen date. In the event a delivery is not made on the specified date we cannot offer a refund unless extra was paid for same day delivery, however for exceptions please see our 100% Satisfaction Guarantee. Delivery days are 7 days a week with except for Bank holidays. Any orders made for delivery on a bank holiday may be delivered the next working day unless otherwise stated.

By making a purchase from Guilt Free Enterprise, you are not entering into any contract that guarantees a specific time between times stated. At peak times we reserve the right to extend delivery times. During peak periods, if we miss the specified delivery date but still deliver the order you will not be entitled to a full refund. Any remedy will be discretionary. This does not affect your statutory right.

We will always attempt to deliver your order to the address that was entered on the order page. It is vital that a complete address is provided such as a flat number, postcode, unit, room number, street address and town. For hard to reach areas please contact customer services and provide us with additional information. We cannot deliver to PO boxes, army bases or airport terminals.

Please note that in some circumstances courier delivered products to Northern Ireland, Scotland, Islands and harder reach areas may take an additional working day in transit and normally an extra cost.

After you have placed your order you will receive an email confirming the order details in full. It is important that you check that these details are correct as amendments may not be accepted after this time. We advise that you check your junk box for emails in case our mail appears there. If you do not receive this email you should contact customer services.

We are not liable for delivery failure where incomplete or incorrect shipping has been provided, this includes incorrect postcodes. The onus is on the customer to check that the information is correct.

#### 6. Customer Care

Our dedicated customer service team aim to provide you with the best possible customer experience. They aim to deal with all inquiries quickly and efficiently. Office hours are 9.00am to 5:00 pm Monday to Friday. Office hours extended at peak periods.

#### 7. Equal Treatment

Our customer service team will treat all customers with respect and they deserve to receive the same. Any email/telephone call received which may be considered offensive or abusive will not receive a reply and we may refer it to the appropriate authorities. We reserve the right to cancel a customer account if we consider the customer is behaving in an inappropriate way. If a member of staff feels threatened or abused, the conversation will be terminated. Help us to help you!

#### 8. Fraud

If we believe any order to be fraudulent we reserve the right to cancel and refund that order.

## Privacy Policy

Welcome to [Your Company]'s Privacy Policy

1. We're [Your Company] (also called ???) , ??company number?? of ??Official Registered Address?? and welcome to our privacy policy. This policy sets out how we handle your personal information if you're a ???'s client or visitor to our websites. It applies across our physical data, electronic data and ecommerce transactions.
  2. When we say 'we', 'us' or '[Your Company]' it's because that's who we are and we own and run the business and websites.
  3. If we say 'policy' we're talking about this privacy policy. If we say 'user terms' we're talking about the rules for using each of our services or websites. The rules vary by product/service and each product/service makes them separately available and seeks consent to them separately to this policy.
- 2 The type of personal information we collect
    1. We collect certain personal information about our clients and users of our websites.
    2. The most common types of information we collect include things like: user-names, member names, email addresses, IP addresses, other contact details, survey responses, blogs, photos, payment information such as payment agent details, transactional details, tax information, support queries, forum comments, content you direct us to make available on our Sites (such as item descriptions) and web analytics data.
    3. We will also collect personal information from job applications (such as, your CV, the application form itself, cover letter and interview notes).
  - 3 How we collect personal information
    1. We collect personal information directly when you provide it to us, automatically as you navigate through our websites, or through other people when you use services associated with the products and services we offer.
    2. We collect your personal information when you provide it to us when you complete purchase order forms, ???, membership registration and buy or provide items or services on our websites, subscribe to a newsletter, email list, submit feedback, enter a contest, fill out a survey, or send us a communication.
  - 4 Personal information we collect about you from others
    1. Although we generally collect personal information directly from you, on occasion, we also collect certain categories of personal information about you from other sources. In particular:
      - a. financial and/or transaction details from payment providers in order to process a transaction;
      - b. third party service providers (like Google, Facebook and other social media platforms), which may provide information about you when you link, connect, or login to your account with the third party provider and they send us information such as your registration and profile from that service, this only occurs if you are using???. The information varies and is controlled by that service provider or as authorized by you via your privacy settings at that service provider; and
      - c. other third party sources/ and or partners, whereby we receive additional information about you (to the extent permitted by applicable law), such as demographic data or fraud detection information, and combine it with

information we have about you. For example, fraud warnings from service providers like identity verification service. We also receive information about you and your activities through partnerships, or about your experiences and interactions from our partner ad networks. We also receive information about you as a rights holder from our third party authors. For example, information in the form of a model release when your image is used in an item made available on our Sites.

#### 5 How we use personal information

1. We will use your personal information:
2. To fulfil a contract [??job/job-order??], or take steps linked to a contract: in particular, in facilitating and processing transactions that take place on the Sites, like where you purchase an item from our marketplace.
3. Where this is necessary for purposes which are in our, or third parties, legitimate interests. These interests include:
4. Sub-contracting full/part of a job
  - a. operating the websites;
  - b. providing you with services described on the websites;
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  - e. updating you with operational news and information about our Sites and services e.g. to notify you about changes to our Sites, website disruptions or security updates;
  - f. carrying out technical analysis to determine how to improve the Sites and services we provide;
  - g. monitoring activity on the Sites, e.g. to identify potential fraudulent activity and to ensure compliance with the user terms that apply to the Sites;
  - h. managing our relationship with you, e.g. by responding to your comments or queries submitted to us on the Sites or asking for your feedback or whether you want to participate in a survey;
  - i. managing our legal and operational affairs (including, managing risks relating to content and fraud matters);
  - j. training [Your Company]'s staff about how to best serve our user community;
  - k. improving our products and services.
  - l. providing general administrative and performance functions and activities; and
  - m. processing your job application to [Your Company].
5. Where you give us consent:
  - a. providing you with marketing information about products and services which we feel may interest you; and
  - b. customising our services and websites, like advertising that appear on the Site – where this involves the use of cookies or similar technologies – in order to provide a more personalised experience.
6. For purposes which are required by law.
7. For the purpose of responding to requests by government, a court of law, or law enforcement authorities conducting an investigation.

#### 6 When we disclose your personal information

1. We will disclose personal information to the following recipients:

- a. subcontractors and service providers who assist us in connection with the ways we use personal information (as set out above), in particular: website hosting providers; technical and customer support services; recruitment agencies; marketing and analytics services; security and fraud prevention services; subscription management services; payment processing services; identification verification services; and operational tooling services. Noting that our subcontractors and services providers may also transfer and access such information from other countries in which they have operations.
- b. our professional advisers (lawyers, accountants, financial advisers etc.);
- c. regulators and government authorities in connection with our compliance procedures and obligations;
- d. a purchaser or prospective purchaser of all or part of our assets or our business, and their professional advisers, in connection with the purchase;
- e. a third party to respond to requests relating to a criminal investigation or alleged or suspected illegal activity;
- f. a third party, in order to enforce or defend our rights, or to address financial or reputational risks;
- g. a rights holder in relation to an allegation of intellectual property infringement or any other infringement; and
- h. other recipients where we are authorised or required by law to do so.

#### 7 Where we transfer and/or store your personal information

We are based in the UK so your data will be processed in the UK. Some of the recipients we have described in section 10 above, and to whom we disclose your personal information, could be based outside the UK. We do this on the basis of your consent to this policy. In order to protect your information, we take care where possible to work with subcontractors and service providers who we believe maintain an acceptable standard of data security compliance.

#### 8 How we keep your personal information secure

We store personal information in one or more of the following locations

- on secure servers that are managed by us and our service providers,
- hard copy files that are kept in a secure location in our office.
- on secure servers that are managed by internet service providers – outside our office.

Personal information that we store or transmit is protected by security and access controls, including username and password authentication, two-factor authentication, and data encryption where appropriate.

#### 9 How you can access your personal information

You can access some of the personal information that we collect about you by logging in to your account. You also have the right to make a request to access other personal information we hold about you and to request corrections of any errors in that data. You can also close the account you have with us for any of our Sites at any time. To make an access or correction request, contact our privacy champion using the contact details at the end of this policy.

#### 10 Marketing Choices regarding your personal information

1. Where we have your consent to do so (e.g. if you have subscribed to one of our e-mail lists or have indicated that you are interested in receiving offers or information from us), we send you marketing communications by email about products and services that we feel may be of interest to you. You can 'opt-out' of

such communications if you would prefer not to receive them in the future by using the “unsubscribe” facility provided in the communication itself.

2. You also have choices about cookies, as described below. By modifying your browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set, or to reject all cookies. If you choose to reject cookies some parts of our Sites may not work properly in your case.

#### 11 Cookies (not the type you eat!) and web analytics

For more information about how we use cookies, web beacons and similar technologies see our cookie policy here and for more general information on cookies, see <http://www.allaboutcookies.org>.

1. When you visit our Sites, there’s certain information that’s recorded which is generally anonymous information and does not reveal your identity. If you’re logged into your account some of this information could be associated with your account. We’re talking about the following kinds of details:

- a. your IP address or proxy server IP address’;
- b. the domain name you requested;
- c. the name of your internet service provider is sometimes captured depending on the configuration of your ISP connection;
- d. the date and time of your visit to the website;
- e. the length of your session;
- f. the pages which you have accessed;
- g. the number of times you access our site within any month;
- h. the file URL you look at and information relating to it;
- i. the website which referred you to our Sites; and
- j. the operating system which your computer uses.

2. Occasionally, we will use third party advertising companies to serve ads based on prior visits to our Sites. For example, if you visit our Sites, you may later see an add for our products and services when you visit a different Site. Read more about your options in our cookie policy.

#### 12 Information about children

Our Sites are not suitable for children under the age of 16 years, so if you are under 16 we ask that you do not use our Sites or give us your personal information (if you are a young tech wiz, please direct your nearest responsible adult to use the Sites for you!). If you are from 16 to 18 years, you can browse the Sites but you’ll need the supervision of a parent or guardian to become a registered user. It’s the responsibility of parents or guardians to monitor their children’s use of our Sites.

#### 13 Information you make public or give to others

If you make your personal information available to other people, we can’t control or accept responsibility for the way they will use or manage that data. There are lots of ways that you can find yourself providing information to other people, like when you post a public message on a forum thread, share information via social media, or make contact with another user (such as a third party Author) whether via our Sites or directly via email. Before making your information publicly available or giving your information to anyone else, think carefully. If giving information to another user via our Sites, ask them how they will handle your information. If you’re sharing information via another website, check the privacy policy for that site to understand its information management practices as this privacy policy will not apply.

#### 14 How long we keep your personal information

We retain your personal information for as long as is necessary to provide the services to you and others, and to comply with our legal obligations. If you no longer want us to use your personal information or to provide you with services from [Your Company], you can request that we erase your personal information and close your [Your Company] account. Please note that if you request the erasure of your personal information we will retain information from deleted accounts as necessary for our legitimate business interests, to comply with the law, prevent fraud, collect fees, resolve disputes, troubleshoot problems, assist with investigations, enforce the terms of service and take other actions permitted by law. The information we retain will be handled in accordance with this Privacy Policy.

#### 15 When we need to update this policy

1. We will need to change this policy from time to time in order to make sure it stays up to date with the latest legal requirements and any changes to our privacy management practices.
2. When we do change the policy, we'll make sure to notify you about such changes, where required. A copy of the latest version of this policy will always be available on this page.

#### 16 How you can contact us

If you have any questions about our privacy practices or the way in which we have been managing your personal information, please contact our customer service team at [Your Company] [Company Address] in writing or [info@company-email.com](mailto:info@company-email.com).

We're really glad you made it to the end of the privacy policy, because knowing this stuff is the best way to understand how your personal information is used and how to best manage it!

17 Users from the European Economic Area - these rights also apply to you: For the purposes of applicable EU data protection law (including the General Data Protection Regulation 2016/679 (the "GDPR"), we are a 'data controller' of your personal information.

#### 18 How you can access your personal information

1. You are also entitled to ask us to port your personal information (i.e. to transfer in a structured, commonly used and machine-readable format, to you), to erase it, or restrict its processing. You also have rights to object to some processing that is based on our legitimate interests, such as profiling that we perform for the purposes of direct marketing, and, where we have asked for your consent to process your data, to withdraw this consent as more fully described below.
2. These rights are limited in some situations – for example, we can demonstrate that we have a legal requirement to process your personal information. In some instances, this means that we may retain some data even if you withdraw your consent.
3. Where we require your personal information to comply with legal or contractual obligations, then provision of such data is mandatory: if such data is not provided, then we will not be able to manage our contractual relationship with you, or to meet obligations placed on us. In all other cases, provision of requested personal information is optional.

4. If you have unresolved concerns you also have the right to complain to data protection authorities. The relevant data protection authority will be the data protection authority of the country: (i) of your habitual residence; (ii) of your place of work; or (iii) in which you consider the alleged infringement has occurred.

Both personal information and personal data have the same meaning in the context of this Privacy Policy.

[Your Company]'s Privacy Policy v1, effective date 25 May 2018

## **RETURN POLICY**

### Returns, Refunds and Exchanges Policy

#### How to return an item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item within 7 days of your purchase.

Please email [love@nojolondon.co.uk](mailto:love@nojolondon.co.uk) to request a refund and we will assign you a tracking number.

Notify you about the return address.

Include in your package a signed letter stating the reason for your return and the original receipt.

#### Return Exceptions

Items cannot be returned if they are opened. These include music, software, and video games.

#### Restocking Fee

All items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

#### Exchanges

If your item is in like new condition, you may exchange your item for a different variant. You will not be subject to a restocking fee in this case, but you still will have to pay return shipping.