



## Privacy Policy

Last updated: 8<sup>th</sup> January 2026

### 1. Introduction

Welcome to Fabulous Fibres (“we”, “our”, “us”).

We operate an online store and website based in Ireland and we value your privacy.

This Privacy Policy explains how we collect, use, share and protect your personal information when you visit our website or purchase from our store.

We comply with the General Data Protection Regulation (EU) 2016/679 (“GDPR”), the Irish Data Protection Act 2018, and any other applicable privacy laws.

By using our website, you agree to the practices described in this policy.

### 2. Who We Are & Contact Details

Data Controller: Karen Bowden

Fabulous Fibres

Boleythomas House

Boleythomas

Creggs

Co Galway

F42 XE10

Republic of Ireland

Email: [karen@fabulousfibres.com](mailto:karen@fabulousfibres.com)

If you have questions, you may contact us at any time using the details above.

### 3. Personal Data We Collect

We collect the following information when you interact with us:

a) Information you provide directly

- Name
- Billing and shipping address
- Email address and phone number
- Account login details (if you create an account)
- Payment details (processed securely through third-party providers)

b) Information collected automatically

- IP address
- Browser type and device information
- Pages viewed and site interaction statistics
- Cookies and similar technologies (see Section 9)



### c) Information from third parties

We may receive information from:

- Payment providers
- Delivery and logistics companies

## 4. How We Use Your Personal Data

We use your data for the following purposes:

- To process and fulfil orders
- To run and improve our website and services
- To provide customer support
- To communicate updates, order information, or marketing (with your consent)
- To detect and prevent fraud
- To comply with legal and tax obligations

## 5. Legal Bases for Processing

Under GDPR, we rely on the following legal bases:

- Contract – to process your orders
- Consent – for optional marketing communications
- Legitimate Interests – improve our site, prevent fraud
- Legal Obligation – comply with tax, accounting, and regulatory requirements

## 6. Sharing Your Personal Data

We only share data when necessary and with trusted third parties, including:

- Payment processors (e.g. Stripe, PayPal)
- Website hosting and IT providers
- Delivery and courier partners
- Email / marketing services (only with your consent)
- Accounting and taxation advisers

### We do not sell your personal data.

All third parties are contractually required to safeguard your information.

## 7. International Transfers

Some service providers may be located outside the EEA.

Where this happens, we ensure your data is protected through GDPR-approved safeguards such as:

- Adequacy decisions
- Standard Contractual Clauses
- Additional security measures where required



## **8. How Long We Keep Your Data**

We retain personal data only as long as necessary:

- Customer and order records: up to 7 years (legal requirement)
- Accounts and marketing: until you unsubscribe or request deletion
- Website logs/cookies: see retention periods listed in our cookie policy

## **9. Cookies & Tracking**

We use necessary, performance, and optional marketing cookies.

Visitors can manage cookie preferences through their browser or via our on-site cookie banner.

## **10. Your Rights**

Under GDPR, you have the right to:

- Access your data
- Correct inaccurate information
- Delete your data (“right to be forgotten”)
- Restrict or object to processing
- Data portability
- Withdraw consent at any time
- Lodge a complaint

You may submit requests via [karen@fabulousfibres.com](mailto:karen@fabulousfibres.com).

You may also contact the Data Protection Commission (Ireland):

<https://www.dataprotection.ie>

## **11. Marketing Communications**

We only send promotions if you have opted in.

You can unsubscribe at any time using the link in our emails or by contacting us.

## **12. Security**

We use appropriate technical and organisational measures to secure personal data, including:

- Encrypted connections (HTTPS)
- Secure payment gateways
- Access controls and staff training

However, no online system is 100% secure.

## **13. Changes to This Policy**

We may update this Privacy Policy occasionally.

Changes will be posted on this page with the updated date.