

Privacy Policy

We have developed this privacy statement because we want you to feel confident about the privacy and security of your personal details when you visit or use the Kilkenny Design Centres website. We are committed to complying with the General Data Protection Regulation and the Data Protection Act 2018. Looking after the personal information you share with us is very important, and we want you to be confident that your personal data is kept safely and securely and to understand how we use it to offer you a better and more personalised shopping experience.

This Privacy Policy governs the manner in which Kilkenny Design Centre Ltd collects, uses, maintains and discloses information collected from users (each, a “User”) of the www.Kilkennydesign.com website (“Site”) and stores. This privacy policy applies to the Site, stores and all products and services offered by Kilkenny Design Centre Ltd.

What are the key changes for you?

GDPR sets out the following rights:

- The right to access the personal information a company holds on you
- The right to have personal information sent directly to yourself or another organisation
- The right to have inaccuracies corrected
- The right to object, including in relation to direct marketing
- The right to restrict the processing of information
- The right to have information erased.

Personal Identification Information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our website and in stores. Users may be asked for, as appropriate, name, email address, mailing address, phone number, and credit card information (only applicable when making a payment for goods and services). Users may, however, visit our Site anonymously.

We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-Personal Identification Information

we may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service provider's utilized and other similar information.

Digital Marketing

Here at Kilkenny Design Centre we will not send you any information unless you have requested it, or unless someone, who we will identify, has requested that we pass that information on to you. You may opt to receive communications which we consider may be of interest to you, from us by any of the following methods: email, SMS text message, social media and phone calls. You will be asked to opt-in if you wish to receive these.

How can you stop the Use of Your Personal Data for Direct Marketing?

There are several ways you can stop direct marketing communications from us:

- If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site. Click the 'unsubscribe' link in any email communication that we send you. We will then stop any further marketing emails.
- If you have an account, log in, visit the 'My Account' area and change your preferences.
- For **targeted or personalised adverts** - you can update your Cookie preferences at any time (see Cookie section below and our Cookie Policy for how to do this).

**Please note that you may continue to receive communications for a short period after changing your preferences while our systems are fully updated.

Processing customer data is necessary for us to promote our business, brands and products and measure the reach and effectiveness of our Social campaigns. Please see some of the reasons why we may process customer data and communicate with you below:

- To send you marketing information from time to time after you have purchased a product or service from us, or made a purchasing enquiry or closed your browser with items in your shopping basket. During Scéal as part of your order, if you spend over €100 on our website we will send you an email which will contain your €20 voucher. You have the right to opt out of us sending you this information at any time.
- To show you targeted advertising online through social media and other platforms operated by other companies, unless you object. You may receive advertising based on information about you that we have provided to the platform or because, at our request, the platform has identified you as having similar attributes to the individuals whose details it has received from us. To find out more, please refer to the information provided in the help pages of the platforms on which you receive advertising from us;
- To identify and record when you have received, opened or engaged with our website or electronic communications (please see our Cookie Policy for more information);
- To administer competitions and promotions that you enter with us from time to time and to distribute prizes.

Banner messages and personalised adverts on other websites

Like other retailers, we also target Kilkenny Design Centre Shop banners and ads to you when you are on other websites, apps and social media. We do this using a range of advertising technologies such as ad tags, cookies, and mobile identifiers, as well as specific services offered by some sites and social networks, such as Facebook, Twitter and Pinterest.

The recommendations will be based on information we hold about you, or your previous use of our services (for example, your Kilkenny Design Centre search history, and the content you read on Kilkenny Design.com or on banners or ads you have previously clicked on.

If you don't want to see these ads, then you can either disable cookies in your browser, or reject cookies from the site you're visiting. Please see our Cookies Policy for further details.

Web Browser Cookies

Our Site may use "cookies" to enhance User experience. A cookie is a small amount of data that is sent to your browser from a website's computer and stored on your computer's hard drive. On the Kilkenny Design Centre website, we use cookies to understand site usage, to improve the content and keep track of

what you have put in your Shopping Bag. You may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. If you do so, please note that some parts of the Site may not function properly.

What Cookies are used on Kilkennydesign.com

Essential Cookies

Necessary cookies enable core functionality of the website. Without these cookies the website cannot function properly. They help to make a website usable by enabling basic functionality.

List of “essential” cookies the group collects

Cookie Name	Cookie Description
PHPSESSID	To store the logged in user's username and a 128bit encrypted key. This information is required to allow a user to stay logged in to a web site without needing to submit their username and password for each page visited. Without this cookie, a user is unable to proceed to areas of the web site that require authenticated access.
private_content_version	Appends a random, unique number and time to pages with customer content to prevent them from being cached on the server.
persistent_shopping_cart	Stores the key (ID) of persistent cart to make it possible to restore the cart for an anonymous shopper.
form_key	A security measure that appends a random string to all form submissions to protect the data from Cross-Site Request Forgery (CSRF).

store	Tracks the specific store view / locale selected by the shopper.
login_redirect	Preserves the destination page the customer was navigating to before being directed to log in.
mage-messages	Tracks error messages and other notifications that are shown to the user, such as the cookie consent message, and various error messages, the message is deleted from the cookie after it is shown to the shopper.
mage-cache-storage	Local storage of visitor-specific content that enables e-commerce functions.
mage-cache-storage-section-invalidation	Forces local storage of specific content sections that should be invalidated.
mage-cache-sessid	The value of this cookie triggers the clean-up of local cache storage.
product_data_storage	Stores configuration for product data related to Recently Viewed / Compared Products.
user_allowed_save_cookie	Indicates if the shopper allows cookies to be saved.
mage-translation-storage	Stores translated content when requested by the shopper.
mage-translation-file-version	Stores the file version of translated content.

Marketing Cookies:

Marketing cookies are used to track and collect visitors' actions on the website. Cookies store user data and behaviour information, which allows advertising services to target more audience groups. Also, more customised user experience can be provided according to collected information.

List of cookies the "Marketing" group collects

Cookie Name	Cookie Description
recently_viewed_product	Stores product IDs of recently viewed products for easy navigation.
recently_compared_product_previous	Stores product IDs of previously compared products for easy navigation.

Google Analytics Cookies:

A set of cookies to collect information and report about website usage statistics without personally identifying individual visitors to Google.

New Category Cookies:

List of cookies the New Category group collects

Cookie Name	Cookie Description
section_data_ids	Stores customer-specific information related to shopper-initiated actions such as display wish list, checkout information, etc.
recently_viewed_product_previous	Stores product IDs of recently previously viewed products for easy navigation.
recently_compared_product	Stores product IDs of recently compared products.

Controlling the use of Cookies:

To get the most out of your experience on the Kilkenny Design Centre website cookies should be enabled. Most web browsers are automatically set to accept cookies with the standard installation settings. If cookies are not set to work on your browser the result could mean the performance of this website will be affected and will also restrict your usage of this website which may mean you are unable to purchase items from us.

It is possible to check to see if cookies are enabled specifically for PCs by doing the following for each browser type;

- Microsoft Internet Explorer versions 6.0, 7.0, 8.0, 9.0

Click on 'Tools' at the top of your browser window (use the cog icon in IE 9.0) and select 'Internet options'.

Click on the 'Privacy' tab

Under the Settings section check the level is set to Medium or below, which will enable cookies in your browser

Settings above Medium will disable cookies and could cause the site to function not as we would expect.

- Google Chrome

Click on 'Tools' at the top of your browser window and select Options

Click the 'Under the Hood' tab, locate the 'Privacy' section, and select the 'Content settings' button

Now select 'Allow local data to be set'

- Mozilla Firefox

Click on 'Tools' at the top of your browser window and select Options

Then select the Privacy icon

Click on Cookies, then select 'allow sites to set cookies'

- Safari

Click on the Cog icon at the top of your browser window and select the 'Preferences' option

Click on 'Security', check the option that says 'Block third-party and advertising cookies'

Click 'Save'

- If you are using another browser on a smart phone, iPhone, tablet or Mac please look at your device to check your cookie settings.

When do we collect your personal data?

- When you visit our website, and use your account to buy products, or redeem vouchers from Kilkenny Design Centre on the phone, in the store or online
- When you make an online purchase and check out as a guest.
- When you create an account with us.
- When you purchase a product by phone but don't have (or don't use) an account.
- When you engage with us on social media.
- When you contact us by any means with queries, complaints etc.
- When you enter prize draws or competitions.
- When you choose to complete any surveys we send you.
- When you comment on or review our products and services.
- When you've given a third-party permission to share with us the information they hold about you.
- We collect data from publicly-available sources when you have given your consent to share information or where the information is made public as a matter of law.
- When you use our stores in all locations which have CCTV systems operated for the security of both customers and staff. These systems may record your image during your visit.

How We Use Collected Information

We want to give you the best possible customer experience. One way to achieve that is to get the richest picture we can of who you are by combining the data we have about you. Kilkenny Design Centre Ltd. trading on line as The Kilkenny shop who may collect and use Users personal information for the following purposes:

- To improve customer service
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- To personalise the user experience
We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- To improve our site
We may use feedback you provide to improve our products and services.
- To process payments
We may use the information users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service. Please note: All PayPal transactions are subject to the [PayPal Privacy Policy](#).
- To run a promotion, contest, survey or other site feature.
- Safety, security, health, training, administrative and legal purposes;
- To send users information they agreed to receive about topics we think will be of interest to them.
- Let you track items that you purchase online using our secure order tracking service
- To send weekly emails
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions on products or services of specific interest to the customer, and/or other requests include company news, updates, related product or service information.
- To protect our business and your account from fraud and other illegal activities. This includes using your personal data to maintain, update and safeguard your account. We'll also monitor your browsing activity with us to quickly identify and resolve any problems and protect the integrity of our websites. We'll do all of this as part of our legitimate interest.
- To protect our customers, premises, assets and staff members from crime, we operate CCTV systems in our store which record images for security. We do this on the basis of our legitimate business interests

How We Protect Your Information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over an SSL secured communication channel and is encrypted and protected with digital signatures.

Our servers are located in a secure facility and any access to your personal data is strictly controlled and limited only to persons who are authorised and have appropriate security clearance to access the servers

How can you access your personal Information?

You have the right to see information we hold about you, with some exceptions which are described in the privacy laws. You have the right to request us to correct any inaccurate information. If you would like a copy of your personal information, please contact us on 021-4308392.

How long will we keep your data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

Some examples of customer data retention periods:

ORDERS

When you place an order, we'll keep the personal data you give us for five years so we can comply with our legal, contractual obligations and service to our customers.

WARRANTIES

If your order included a warranty, the associated personal data will be kept until the end of the warranty period.

Sharing Your Personal Information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

- We may use third party service providers to help us operate our business for example IT companies who support our website and other business systems and Operational companies such as delivery couriers
- Direct marketing companies who help us manage our electronic communications with you
- Google/Facebook to show you products that might interest you while you're browsing the internet. This is based on either your marketing consent or your acceptance of cookies on our websites and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.
- Every now and again, we receive requests for information from government departments, An Garda Síochána and other enforcement agencies. If this happens

Transferring data internationally

In order to provide our goods and services we may need to transfer your information from your country of residence to another country in the usual course of our business. By dealing with us and submitting your personal information, you agree to the transfer, storage, and/or processing of your personal information outside of your country of residence as set out below.

Transferring outside of the EEA

We may transfer your personal information to a third-party data processors located in countries outside of the European Economic Area ('EEA').

Kilkenny Design Centre only transfers your personal information to those third parties where we can be sure that we can protect your privacy and your rights, for example the third party is located in a country which the EU has deemed to have adequate data protection laws in place, where that third party is certified on the EU-US Privacy Shield or where we have a contract in place with that third party which includes the European Commission's standard data protection clauses.

Third Party Websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Fraud Prevention

Kilkenny Design Centre on line Shop follow certain automated and manual procedures in our efforts to tackle online fraud, which can lead to orders being voided. In the case that this causes a delay or cancellation of any legitimate orders we do apologise. Should you have any queries in relation to this, please contact our Customer Care team on 021-4308392 or e-mail info@KilkennyDesign.com

Changes To This Privacy Policy

Kilkenny Design Centre Ltd has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page

for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

You're Acceptance of These Terms

By using this Site and receiving e-mails, text messages and social media, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site and if applicable unsubscribe from our mailing list and text messages. Your continued use of the Site and acceptance of e-mails and text messages following the posting of changes to this policy will be deemed your acceptance of those changes.

Online Coupon Codes

Coupon codes are for online use only. One use per customer. Coupon codes are valid on full-price merchandise only. Excludes sale items, special items* gift cards, insurance, shipping rates.

Contacting Us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

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www.Kilkennydesign.com

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Co. Kerry

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