

WWW.CHAMELEON-FASHIONS.CO.UK (“The Site”) is provided to you by CHAMELEON BOUTIQUE CARLISLE. CHAMELEON respects the privacy rights of its users and recognises the importance of protecting the information collected about them. If you are under 18, we require that you inform a parent or guardian about CHAMELEON’S Privacy Policy and secure their agreement to it before using The Site. By visiting The Site, you are accepting and consenting to the practices described in this privacy policy.

You are free to use the majority of The Site without providing CHAMELEON with any personal information. However, CHAMELEON collects personal information directly from you when you register to use certain services offered by The Site, including, but not limited to, purchasing items and The Site’s newsletter (“Services”). This personal information includes, but is not limited to, your name, email address, location and mobile phone number (optional). CHAMELEON will only collect personal information from you to the extent deemed reasonably necessary to best offer our Services to you as set out in our Terms and Conditions. CHAMELEON will endeavour to ensure the security, integrity and privacy of your personal information.

At the point of payment you will be redirected to our **Secure Payment Provider** RBS Worldpay where you’re information will be collected safely and securely. For more information on our Secure Payment Provider, please visit [www.rbsworldpay.com](http://www.rbsworldpay.com)

If you do subscribe to any of our Services you may also unsubscribe from the relevant distribution list(s) at any time. You may also withdraw your consent to our use of any other personal information that we hold on you at any time. To do so please email us at [enquiries@chameleon-fashions.co.uk](mailto:enquiries@chameleon-fashions.co.uk)

CHAMELEON may collect additional personal information for your participation in any promotions and competitions offered by the site.

CHAMELEON will notify members when making any material changes to the Privacy Policy that affect the use of any personal information collected. CHAMELEON will not make new use of any personal information that CHAMELEON gathered from individual members or users prior to any such change in the Privacy Policy without first obtaining the member's or user's consent for any new uses.

CHAMELEON may collect non-personal data concerning the use of The Site. This may include, but is not limited to, pages visited, times and volume of use of the services as well as Traffic Data. Traffic data includes logs, details of networks, time of log-on or access, length of sessions and similar systems data.

Your personal information can be used by CHAMELEON to personalize your experience of the site.

CHAMELEON may disclose your personal information to any relevant regulatory body if legally obliged to do so.

CHAMELEON may choose to collate statistical information about site traffic, sales and other commercial information that we may pass on to trusted third parties, but

these statistics will not include any information that can identify you personally. Your personal information may be used for our internal marketing and demographic studies, together with non-personal data to monitor customer patterns so we can consistently improve the site for our customers.

CHAMELEON reserves the right to allow third parties access to its systems in order to provide necessary technical services when such access is required in order to provide those services, and to provide your personally identifiable information to third parties who provide services on behalf of CHAMELEON, provided that such third parties are bound by CHAMELEON's privacy policy.

Contact details of all competition entrants will be passed on to any retailer running a competition in conjunction with CHAMELEON

The security of your personal information is a priority for us. Unfortunately, no security system, or system of transmitting data over the Internet, can be guaranteed to be 100 per cent secure. As a result, while we strive to protect your personally identifiable information, we cannot guarantee the security of our servers, the means by which information is transmitted between your computer and our servers, or any information provided to us or to any third party through or in connection with The Site. You provide all such information at your own risk.

Where The Site provides links to third party web sites (whether or not they are affiliated with The Site and even if The Site's branding appears on these sites), such sites are not controlled by CHAMELEON and are not covered by this Privacy Policy. These links are provided for your convenience only. If you access these sites by using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy. You are therefore advised to check the privacy policy of such third party websites before providing any information to them.

## **Cookies**

A cookie is a piece of information that is stored on your computer's hard drive by your web browser which tracks your movements within websites. Our site uses cookies to keep track of how often you visit our site, etc. Most browsers are automatically set to accept cookies but you can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you may still use most of the features on our website.

You are responsible for all actions taken using your User ID and password. CHAMELEON recommends that you do not disclose your password to third parties. If you choose to share your User ID and password or Personal Information with third parties, you are responsible for all actions taken with your User ID and password. If you suspect that your password or account has been compromised, you should immediately change your password.

Please contact [enquiries@chameleon-fashions.co.uk](mailto:enquiries@chameleon-fashions.co.uk) to close your account. When requesting that personal information be amended or deleted, please keep in mind that

there will be residual information that will remain within our databases, access logs and other records, which may or may not contain such personal information. The residual information will not be used for commercial purposes. However, we may use that information, from time to time, to re-contact former members or visitors to The Site in certain limited circumstances - for instance, if required to do so by law.

Your personal information will be held and used by us in accordance with this Privacy Policy and UK data protection legislation. You have a right to access the personal information that is held about you. To obtain a copy of the personal information CHAMELEON holds about you please contact us via email with your name and address.

If you require further information about our Privacy Policy, please email [enquiries@chameleon-fashions.co.uk](mailto:enquiries@chameleon-fashions.co.uk)

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## **RBS WORLDPAY – SECURE ONLINE TRANSACTIONS**

RBS WorldPay is the payment processing business of The Royal Bank of Scotland Group, one of the largest banks in the world and a leading global brand.

RBS Worldpay operate in over 40 countries, are a major global leader in payment processing and process millions of online payments every day.

From face-to-face transactions, to online and phone transactions RBS Worldpay provide an effective, secure service.

### **Security**

Security is probably one of the most significant concerns for both the shopper and the retailer during an online transaction. In reality, an online transaction is probably more secure than a card transaction in a shop or conducted over the telephone or by fax, as the information transmitted online is strongly encrypted using complicated logarithm combinations.

The RBS WorldPay payment system uses a combination of both established and innovative techniques to ensure the security and integrity of all sensitive data.

Furthermore, our public web servers are certified by Thawte, a public Certificate Authority, ensuring that both the shopper and retailer can have confidence that nobody can impersonate RBS WorldPay to obtain confidential information.

### **Transaction Encryption**

The transfer of the purchase details from the retailers site to RBS WorldPay are encapsulated using our own encrypted and digitally-signed protocol. This uses a combination of standard methods such as PGP, RSA and MD5 to ensure that the information passed is secure and tamper-proof via SSL.

### **Security for the Shopper**

Any communication between the shopper and RBS WorldPay is also encrypted to the maximum strength supported by the shopper's browser using 128 Bit SSL. Shoppers are also protected from fraudulent use of their card in a "card not present" environment, by their card issuers. The card issuers provide the right for shopper to dispute a transaction if the goods/services did not arrive or if the card was used fraudulently.

### **Data Storage**

Data storage on RBS WorldPay systems, and the communication between RBS WorldPay and the worldwide banking networks, is regularly audited by the banking authorities to ensure a secure transaction environment. We also ensure that we stay up-to-date with the latest versions of any third-party code we use, and continually review our own proprietary code.

For more information please visit [www.rbsworldpay.com](http://www.rbsworldpay.com)