

Privacy Policy

Last updated: March 2026

1. Introduction

Ottosam Designs (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use and protect your personal information when you purchase products or interact with our website or online stores.

This policy applies to purchases made through our ecommerce platforms, including Wix Stores and Stan Store.

If you have any questions about this policy or your personal data, please contact us at: hello@ottosamdesigns.co.uk.

2. Who We Are

Ottosam Designs is a UK-based interior design business selling a small range of curated home products and digital design guides.

For the purposes of UK data protection law, Ottosam Designs acts as the data controller of the personal data you provide to us.

3. The Information We Collect

When you purchase from us or interact with our store, we may collect the following personal data:

- **Identity data** – your name
- **Contact data** – email address, delivery address
- **Transaction data** – details about purchases and payments
- **Technical data** – IP address, browser information and website usage (collected through cookies where applicable)

Payment details are processed securely by our payment providers and we do not store full payment card information.

4. How We Use Your Information

We use your personal data for the following purposes:

- To process and fulfil orders
- To deliver digital products purchased from us
- To arrange shipping of physical products
- To communicate with you regarding your order

- To maintain records required for accounting and legal purposes
- To improve our website and services

We only process your personal data where we have a lawful basis to do so under UK GDPR, typically where it is necessary to fulfil a contract with you (your purchase).

5. Sharing Your Information

We may share your personal data with trusted service providers where necessary to operate our business and fulfil your order.

These may include:

- **Ecommerce platforms** used to process orders (such as Wix Stores and Stan Store)
- **Payment processing providers**
- **Third-party suppliers or fulfilment partners** responsible for shipping physical products to you
- **Professional advisers or regulators where legally required**

We only share the minimum information required to fulfil the relevant service.

6. Digital Product Delivery

If you purchase a digital guide from us, your email address will be used to deliver the product and provide any relevant purchase confirmation or support.

7. Data Security

We take reasonable technical and organisational measures to protect your personal data. Personal data is processed and stored through secure ecommerce platforms and service providers.

8. Data Retention

We retain personal data only for as long as necessary for the purposes it was collected, including to satisfy legal, accounting, or reporting requirements.

For example, transaction records may be retained for up to 6 years to comply with UK tax and accounting obligations.

9. Your Data Protection Rights

Under UK data protection law, you have rights which may include:

- The right to request access to your personal data

- The right to request correction of inaccurate data
- The right to request deletion of your personal data in certain circumstances
- The right to object to certain types of processing

To exercise any of these rights, please contact us using the details below.

10. Cookies

Our website may use cookies and similar technologies to improve website functionality and analyse site usage. Where required, you will be asked to consent to non-essential cookies.

Further details are available in our Cookie Policy.

11. Contact

If you have any questions about this Privacy Policy or your personal data, please contact:

Ottosam Designs

Email: hello@ottosamdesigns.co.uk

You also have the right to lodge a complaint with the UK supervisory authority, the Information Commissioner's Office.

12. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.