

NORTH FLAME
CANDLES

PRIVACY POLICY

At North Flame Candles, we are committed to protecting your privacy and ensuring your personal information is handled safely and responsibly.

1. WHO WE ARE

North Flame Candles is a UK-based business hand-pouring luxury candles and reed diffusers in Northumberland. Our website is www.northflamecandles.co.uk and you can contact us at northflamecandles@outlook.com.

2. INFORMATION WE COLLECT

We may collect and process the following personal information:

- Name
- Billing and delivery address
- Email address
- Phone number (if provided)
- Payment information (processed securely by our payment provider)
- Information about your orders and communications with us

3. HOW WE USE YOUR INFORMATION

We use your information to:

- Process and fulfil your orders
- Provide customer support
- Send order updates and important service messages
- Improve our website, products and services
- Send marketing emails (only if you have chosen to opt in)

We will never sell your personal information to third parties.

4. LEGAL BASIS FOR PROCESSING

We process your data based on:

- The need to fulfil a contract (your order)
- Our legitimate business interests
- Your consent (for marketing communications)
- Legal obligations (such as tax or accounting)

5. SHARING YOUR INFORMATION

We only share your information with trusted third parties where necessary, including:

- Payment providers (e.g. Wix Payments, Stripe, PayPal)
- Delivery partners (e.g. Royal Mail, Evri, DPD)
- Website and marketing tools (e.g. Wix, Google Analytics)

These partners only use your information to provide their services and are required to keep it secure.

6. COOKIES

Our website uses cookies to improve your browsing experience, analyse site traffic and support our marketing efforts. You can manage your cookie preferences through your browser settings or the cookie banner on our website.

7. HOW LONG WE KEEP YOUR INFORMATION

We keep your personal information only for as long as necessary to fulfil the purposes we collected it for, including for legal, tax or accounting requirements.

8. YOUR RIGHTS

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information (in certain circumstances)
- Object to or restrict how we use your information
- Withdraw your consent at any time (for marketing)

9. CONTACT US

If you have any questions about this Privacy Policy or how we handle your data, please get in touch:

✉ northflamecandles@outlook.com

10. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.