

# BEAUTONOMY

## Terms & Conditions

### 1. These Terms

- 1.1. **What these terms cover.** Welcome to Beautonomy! We're so glad you're here and are looking forward to making you look and feel fabulous! These are the terms and conditions (the "Terms") on which we supply products to you and offer certain other services via our website.
- 1.2. **Why you should read them.** These Terms are important so please read them carefully before you submit your order to us. These Terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these Terms, please contact us to discuss.

### 2. Who we are and where you can find us

- 2.1. **Who we are.** We are Beautonomy Limited ("Beautonomy", "us", "we" or "our") a company registered in England and Wales. Our company registration number is 11158128 and our address is 136 High Holborn, London, WC1V 6PX, UK. Our registered VAT number is GB248475081. For the purposes of these Terms, "Website" refers to [beautonomy.com](http://beautonomy.com) or any other subdomains of [beautonomy.com](http://beautonomy.com); "Customer" or "you" means the person or company to whom these Terms are addressed; and "order" means any order for products placed by you on our Website.

**How to contact us.** You can contact us by telephoning our customer service team by writing to us at [help@beautonomy.com](mailto:help@beautonomy.com) or Customer Services, Beautonomy, 27 Corsham Street, Hoxton, London, N1 6DR

- 2.2. **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

### 3. The deal between us

- 3.1. **How we will accept your order.** As soon as you place your order we will send you an email confirming we have received your order, this is not an acceptance of the order but rather a confirmation we have received it. Our acceptance of your order will take place when we email you to accept it, at which point a contract will come into existence between you and us. .
- 3.2. **If we cannot accept your order.** All orders are subject to acceptance and availability. If we are unable to accept your order, we will inform you of this and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the product, because we are unable to meet a delivery deadline you have specified, because you have not complied with these Terms or because of our inability to obtain authorisation for your payment.
- 3.3. **International customers.**
  - 3.3.1. If you would like to order goods from the Website for delivery to one of our international delivery destinations please email us at [hello@beautonomy.com](mailto:hello@beautonomy.com) to check that we ship to your country.
  - 3.3.2. Your order may be subject to import duties and taxes which are applied when the delivery reaches that destination. Please note that we have no control over these charges and we cannot predict their amount. You will be responsible for payment of any such import duties and taxes. Please contact your local customs office for further information before placing your order.

3.3.3. You must comply with all applicable laws and regulations of the country for which the products are destined. We will not be liable or responsible if you break any such law.

3.3.4. Customers from outside the UK can pay by International credit card and must pay in GB Pound Sterling unless otherwise specified. All other terms and conditions apply.

## 4. Products and customisation

4.1. **Products may vary slightly from their pictures.** The images of the products on our Website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.

4.2. **Product packaging may vary.** The packaging of the product may vary from that shown in images on our Website.

### 4.3. Customisation Services.

4.3.1. Beautonomy allows you to create customised products ("**Customised Products**") including customising the packaging (with individualised messages and/or images); and the colours / shades of products (the "**Customisation Services**"). As Beautonomy evolves and changes over time, we may add or remove new Customisation Services.

4.3.2. Our website will take you through a detailed customisation process to create the Customised Products using the Customised Services. Once you have finished creating your Customised Product you will be able to download a .pdf of your creation and this will give you the opportunity to see what the finished product will look like before going ahead with your order. This enables you to ensure that the customisation requested, including the appearance of the Customised Products is correct.

4.3.3. It is your responsibility to ensure that the device you place the order from has sufficient up-to-date technology to make use of our Customisation Services. If the Customisation materials that you submit cannot be opened, viewed and/or accessed by us for any reason whatsoever, we will be unable to accept your order.

4.3.4. All customisations of the products will be subject to Beautonomy's prior approval. We ask you that:

4.3.4.1. you only upload and share materials that you are allowed to use s (including any images) (the "**Customisation Materials**"). That means that the Customisation Materials:

4.3.4.1.1. do not contain content, image(s) or material that violates or infringes any third party rights of any kind, including without limitation, any third party privacy, publicity, trade secret and/or intellectual property rights, including third party registered and/or common law copyrights and trademarks;

4.3.4.1.2. do not contain brand names, trademarks or logos, or any similar names, marks or logos, of any third party;

4.3.4.1.3. do not disparage Beautonomy, our products, services and partners;

4.3.4.1.4. are not, and do not contain content that is, libellous, defamatory, slanderous, tortious, obscene, sexually explicit or pornographic, abusive, indecent, threatening, harassing, violent, hateful, inflammatory, offensive, discriminatory, likely to deceive, or is otherwise objectionable;

4.3.4.1.5. do not contain content, images or other material that reflects, advocates or promotes bigotry, racism, hatred, harm or exploitation of or against any class, group or individual, discrimination based on race, gender, religion, nationality, disability,

sexual orientation or age, or actions or activities that are restricted, prohibited, illegal or unlawful (including without limitation, the consumption of alcohol or other controlled substances); and

4.3.4.1.6. do not contain content that is unlawful or in violation of or contrary to any applicable laws or regulations; and

4.3.4.1.7. where they include an image and/or details of any individual (an “**Image**” or “**Images**”), you have obtained that individual’s (or where the individual is under 18, the relevant parental or guardian’s) consent for use of such Image and/or details.

4.3.4.2. the Customisation Materials do not contain:

4.3.4.2.1. executable programming of any kind, including without limitation, viruses, worms, Trojan horses, spyware, malware, time bombs, Easter eggs, cancel bots or any kind of malicious or benign computer programming whatsoever; and

4.3.4.2.2. encrypted content of any kind, including without limitation, encoded messages.

#### 4.4. **Your Shop.**

4.4.1. At Beautonomy we are looking to disrupt our industry by democratising it by working with you and empowering you to decide what makeup gets made and sold and play a part in setting trends. That’s why you can create your own shop on Beautonomy (a “**Shop**”).

4.4.2. This is how it works:

4.4.2.1. you will have the option to create your own Shop on the Beautonomy website and when you do you will be given your very own url from which you will be able to sell your Customised Products. We won’t advertise your Shop or include a link to your url on the Beautonomy; promoting your Shop is up to you!

4.4.2.2. the rules relating to Customised Products set out in Clause 4.3.4 above apply to your Shop as well as to the Customised Products you sell in your Shop;

4.4.2.3. all sales via your Shop will be subject to these Terms which customer on your Shop will be able to access from your Shop;

4.4.2.4. when an order is placed on your Shop it will come through to us so that we can get the Product ready. We will also take payment for any sales on your Shop;

4.4.2.5. we will pay you a 10% commission on every sale you make. That’s right, you can earn money creating Customised Products! We will pay you your commission at least on a monthly basis via your PayPal account following the expiration of any rights your customers have to return the Customised Products they have bought on your Shop. That means that the PayPal terms and conditions will apply to these.

4.4.3. We hope we won’t have to, but if we don’t think you have complied with this Clause 4.4 or these Terms overall we may have to take your Shop down.

## 5. Intellectual property

5.1. **License in Customisation Materials.** In order for us to create your Customised Products, it is necessary for you to grant us certain rights in the Customised Materials and confirm certain things where the Customised Materials contain materials from third parties. By uploading, posting, contributing, distributing, communicating or transmitting Customisation Materials (including Images), you expressly grant to us (and our parent, subsidiaries, affiliates, licensors, licensees, contractors, successors, assigns, partners, and agents)

a non-exclusive, royalty-free, sub-licensable, licence to use, reproduce, adapt, distribute and communicate to the public that Customisation Materials worldwide through Beautonomy and any other interactive services through which Beautonomy (or a service based on Beautonomy) is accessible for the purpose of, performing obligations we owe to you and exercising rights you grant to us, subject to and in accordance with under these Terms. Where the Customisation Materials include any third party material, you confirm that you have obtained all necessary licenses, rights, consents, and permissions to use the third party materials in the Customisation Materials and to grant the licence described under this Clause 5.1. The licence under this Clause 5.1 will end upon termination of these Terms or any cancellation, suspension or lapse of the relevant Beautonomy account.

- 5.2. **Right to post Customisation Materials in gallery.** We may want to show your designs off! You agree that your Customisation Materials may, at our discretion, be posted in a gallery on our Website in addition to posting by us on social media. By placing an order and agreeing to these Terms you also agree that: (a) if posted, the Customisation Materials as posted may differ from the Customisation Materials submitted by you, and may not be viewable at all times, due to formatting adjustments, including computer hardware, software, systems, internet and/or process-based protocols, disruptions, limitations, malfunctions, errors or other causes; and (b) the Customisation Materials may be attributed to you as follows (first name, last initial; city of residence) at our sole discretion. You further understand and agree that Customisation Materials are posted solely for advertising purposes.
- 5.3. **Licence in Customer Content.** We may want to share what you say about us. If you post any Customer Content (defined in Clause 15), you grant Beautonomy a non-exclusive, royalty-free, perpetual, irrevocable, and fully sublicensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, broadcast, and display such Customer Content throughout the world in any media. You grant Beautonomy and its sublicensees the right to use throughout the world the name that you submit in connection with your Customer Content, if we or they so choose. You represent and warrant: that you own or otherwise control all of the rights to your Customer Content that you post; that use of your Customer Content does not violate these Terms nor infringe, misappropriate or violate any third party's patent, copyright, trademark, trade secret, moral rights or other intellectual property rights or rights of publicity or privacy; that your Customer Content does not violate any applicable laws or regulations and will not cause injury to any person or entity.
- 5.4. **Trade marks.** All trade marks shown on the Website must not be copied or otherwise used without prior permission.

## 6. Your rights to make changes

- 6.1. **Your right to make changes.** If you wish to make a change to the product you have ordered please contact us (using the contact details included in Clause 12.1). We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see Clause 9 – Your rights to end the contract).

## 7. Our rights to make changes

- 7.1. **Minor changes to the products.** We may change the product to reflect changes in relevant laws and regulatory requirements for example in relation to specific ingredients.
- 7.2. **More significant changes to the products and these Terms.** We may update these Terms from time to time. We may also revise these Terms as they apply to your order from time to time to reflect: (i) changes in relevant laws and regulatory requirements; and/or (ii) changes in our business practices. If we revise these Terms as they apply to your order, we will contact you to give you reasonable advance notice of the changes and let you know how to cancel the order if you are not happy with the changes. If you opt to cancel, you will have to return any relevant products you have already received and we will arrange a refund of the price you paid for the relevant product(s).

## 8. How you get your products

- 8.1. **Delivery costs.** The costs of delivery will be as displayed to you on our Website and may vary depending on your location and the delivery option you select.
- 8.2. **When we will provide the products.** It is our policy to try to dispatch all orders within 3 working days of sending you an email confirming your order has been accepted. Any products not available at the time of your order will be sent to you, as soon as possible, when received from the supplier. In any case, delivery will be made within 30 days after the date we accept your order.
- 8.3. **We are not responsible for delays outside our control.** If our supply of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.
- 8.4. **If you are not at home when the product is delivered.** If no one is available at your address to take delivery and the products cannot be posted through your letterbox, we will leave you a note informing you of how to rearrange delivery or collect the products from a local depot.
- 8.5. **If you do not re-arrange delivery.** If after a failed delivery to you, you do not re-arrange delivery or collect them from a delivery depot we will contact you for further instructions and may charge you for any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract.
- 8.6. **When you become responsible for the products.** A product will be your responsibility from the time we deliver the product to the address you gave us. Beautonomy accept no liability for undelivered parcels where you provide an incorrect or invalid delivery address and/or fails to collect the order from the delivery address specified following our reasonable efforts to contact you to deal with this. You must inspect the products within a reasonable time after their receipt.
- 8.7. **When you own the products.** You own a product once we have received payment in full.
- 8.8. **What will happen if you do not give required information to us.** We may need certain information from you so that we can supply the products to you. You must ensure that the email address we hold for you is kept up-to-date and that you have full access to it – we will be sending you important messages there. So if you change email address, then you must change it on your Beautonomy account. Should you provide an invalid email address or an email address that belongs to someone else, Beautonomy may terminate your account at any time without notice. You must also ensure that the postal address to which we send you products and communications is kept up-to-date.
- 8.9. **Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:
  - 8.9.1. deal with technical problems or make minor technical changes;
  - 8.9.2. update the product to reflect changes in relevant laws and regulatory requirements;
  - 8.9.3. make changes to the product as requested by you or notified by us to you.
- 8.10. **Your rights if we suspend the supply of products.** We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. If we have to suspend the supply of products for more than 30 days, we will adjust your payment obligation so that you do not pay whilst the products are suspended. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 30 days and we will refund any sums you have paid in advance for the product.

## 9. Your rights to end the contract

9.1. **You can always end your contract with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:

9.1.1. If what you have bought is faulty or misdescribed you may have a legal right to end the contract (or to get the product repaired or replaced or to get some or all of your money back), see Clause 12;

9.1.2. If you want to end the contract because of something we have done or have told you we are going to do, see Clause 9.2;

9.1.3. If you have just changed your mind about the product, see Clause 9.3. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions and you will have to pay the costs of return of any goods;

9.1.4. In all other cases (if we are not at fault and there is no right to change your mind), see Clause 9.5.

9.2. **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out in this clause below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:

9.2.1. we have told you about an upcoming change to the product or these Terms which you do not agree to;

9.2.2. we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;

9.2.3. there is a risk that supply of the products may be significantly delayed because of events outside our control;

9.2.4. we have suspended supply of the products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 30 days; or

9.2.5. you have a legal right to end the contract because of something we have done wrong.

9.3. **Exercising your right to change your mind (Consumer Contracts Regulations 2013).** For most products bought online you have 14 days after receipt of the products to change your mind and receive a refund, unless:

9.3.1. your goods are split into several deliveries over different days. In this case you have until 14 days after the day you receive the last delivery to change your mind about the goods; or

9.3.2. your goods are for regular delivery over a set period. In this case you have until 14 days after the day you receive the first delivery of the goods.

This period is known as the “**Cooling-off Period**”. You must contact Beautonomy within the Cooling-off Period in writing by emailing [hello@beautonomy.com](mailto:hello@beautonomy.com) informing us that you have changed your mind. The products must then be returned at your cost to Customer Services, Beautonomy at Beautonomy, 27 Corsham Street, Hoxton, London, N1 6DR within 14 days of you telling us you want to change your mind.

9.4. **When we are not required to accept the return of the product.** Where the products are sealed, we are not required to accept them once these have been unsealed after you receive them. We are also not required to accept the return of products where they have been customised for you. Where this provision applies, we will assess the items you are seeking to return and if possible (at our sole discretion) we will accept your return.

9.5. **Ending the contract where we are not at fault and there is no right to change your mind.** Even if we are not at fault and you do not have a right to change your mind, you can still end the contract before it is

completed, but you may have to pay us compensation. A contract is completed when the product is delivered and paid for. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for products not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

## 10. How to end the contract with us (including if you have changed your mind)

**10.1. Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:

10.1.1. Phone or email. Call customer services by emailing us at [hello@beautonomy.com](mailto:hello@beautonomy.com). Please provide your name, home address, details of the order and, where available, your phone number and email address.

10.1.2. By post. Writing to us at Customer Services, Beautonomy 27 Corsham Street, Hoxton, London, N1 6DR, UK, including details of what you bought, when you ordered or received it, your name and address and order number (if applicable).

10.1.3. Using the Model Cancellation Form.

**10.2. Returning products after ending the contract.** If you end the contract for any reason after products have been dispatched to you or you have received them, you must return them to us. You must email us at [hello@beautonomy.com](mailto:hello@beautonomy.com) to notify us of your intention to return any products and you must post the products back to us at Customer Services, Beautonomy, 27 Corsham Street, Hoxton, London, N1 6DR, UK. If you are exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to end the contract. The products must be 'as new' and unused, in original undamaged packaging, including all items and free gifts received. It is your responsibility to take reasonable care of the products until their return to Beautonomy. Beautonomy will consider that the Customer has not taken reasonable care if the goods have been used in a way or extent, exceeding what a customer would similarly examine the goods in a retail shop prior to purchase and will be entitled to deduct an amount reflecting any such reduction in value due to your use. We will examine the returned product and will notify you of and process your refund within a reasonable period of time and, in any case, within 14 days of the day we confirm to you that you were entitled to a refund for a defective product.

**10.3. When we will pay the costs of return.** We will pay the costs of return:

10.3.1. if the products are faulty or misdescribed; or

10.3.2. if you are ending the contract because we have told you of an upcoming change to the product or these Terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong.

In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.

**10.4. What we charge for collection.** If you are responsible for the costs of return and we are collecting the product from you, we will charge you the direct cost to us of collection.

**10.5. How we will refund you.** We will refund you the price you paid for the products including, if applicable, delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below.

**10.6. Deductions from refunds if you are exercising your right to change your mind.** If you are exercising your right to change your mind:

10.6.1. We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which would not be permitted in a shop.

10.6.2. The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery of a product within 3-5 days at one cost but you choose to have the product delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.

10.7. **When your refund will be made.** We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then your refund will be made within 14 days from the day on which we receive the product back from you or, if earlier, the day on which you provide us with evidence that you have sent the product back to us. For information about how to return a product to us, see Clause 10.2.

10.8. **Anything else.** If any problems with your products cannot be satisfactorily resolved through our returns procedure, email us at [hello@beautonomy.com](mailto:hello@beautonomy.com) and we will try to resolve the situation.

## 11. Our rights to end the contract

11.1. **We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:

11.1.1. you do not make any payment to us when it is due;

11.1.2. you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products, for example the Customisation Materials;

11.1.3. you do not, within a reasonable time, allow us to deliver the products to you; and/or

11.1.4. breach these terms.

11.2. **You must compensate us if you break the contract.** If we end the contract in the situations set out in Clause 11.1 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

## 12. If there is a problem with the product

12.1. **How to tell us about problems.** If you have any questions or complaints about the product, please contact us. You can write to us at [hello@beautonomy.com](mailto:hello@beautonomy.com) or Customer Services, Beautonomy, 27 Corsham Street, Hoxton, London, N1 6DRUK.

12.2. **Summary of your legal rights.** We are under a legal duty to supply products that are in conformity with this contract. The Consumer Rights Act 2015 says products must be as described, fit for purpose and of satisfactory quality. For detailed information please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call +44 3454 04 05 06. You may notify us (as per Clause 12.1) if the products are faulty or misdescribed and shall be entitled to a full refund, to get the product repaired or replaced or to get some of their money back. Nothing in these Terms will affect your legal rights. Your legal rights entitle you to a full refund if you report that the products received are faulty within 30 days of receiving the products.

12.3. **Your obligation to return rejected products.** If you wish to exercise your legal rights to reject products you must post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please email us at [help@beautonomy.com](mailto:help@beautonomy.com) for a return label or to arrange collection.

## 13. Price and payment

- 13.1. **Where to find the price for the product.** The price of the product will be the price indicated on our Website when you placed your order. All prices are quoted in GB Pound Sterling and are inclusive of VAT (if applicable). We take all reasonable care to ensure that the price of the product advised to you is correct. However, prices for our products may change from time to time, but changes will not affect any order which we have confirmed.
- 13.2. **We will pass on changes in the rate of VAT.** If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.
- 13.3. **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. If we discover an error in the price of the products you have ordered we will inform you of this error and we will give you the option of continuing to purchase the product at the correct price or cancelling your order. We will not process your order until we have your instructions. If we are unable to contact you using the contact details you provided during the order process, we will treat the order as cancelled and notify you in writing. Please note that if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mispricing, we do not have to provide the products to you at the incorrect (lower) price and may cancel the contract.
- 13.4. **When you must pay and how you must pay.** Payments must be made in GB Pounds Sterling only, and by one of the following payment methods unless otherwise specified: Visa, MasterCard, American Express, Maestro, and Visa Electron. You must pay for the products before we dispatch them. We will not charge your credit or debit card until we dispatch the products to you.
- 13.5. **Discount codes.** Any discount codes issued are strictly subject to the individual terms and conditions with which they were issued, which may include, amongst other things, eligibility of use and maximum order value. If any of the terms and conditions with which the discount codes were issued contradicts these terms and conditions, the terms and conditions in respect of the discount code will prevail.
- 13.6. **Non-compliance with terms.** We reserve the right to reject or cancel any orders which do not comply with these Terms even if your credit or debit card has been charged (and will refund in full any amounts paid by you in respect of the order)
- 13.7. **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know (see Clause 12.1 for details).

## 14. Our responsibility for loss or damage suffered by you

- 14.1. **We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.
- 14.2. **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products including the right to receive products which are: as described and match information we provided to you and any sample or model seen or examined by you; of satisfactory quality; fit for any particular purpose made known to us; and for defective products under the Consumer Protection Act 1987.
- 14.3. **We are not liable for business losses.** We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity, this will apply also where you

have your own shop on Beautonomy. You must not use any part of the materials on the Website for commercial purposes without obtaining a licence to do so from us or our licensors. Beautonomy can at its sole discretion restrict ordering to a maximum of 5 pieces of any individual products and reserve the right to cancel any orders which are suspected are being purchased for any commercial, business or re-sale purpose.

## 15. Reviews

15.1. You may post a review, comments, and other content on or through the Website (collectively, “**Customer Content**”), provided that the Customer Content:

15.1.1. is not confidential and proprietary (such as inside information, proprietary and confidential information learned or disclosed as part of employment relationships or under nondisclosure agreements);

15.1.2. does not violate or infringe any patent, trademark, trade secret, copyright or other proprietary or privacy rights of any third party and is not illegal, obscene, threatening, defamatory, objectionable, or otherwise injurious to any third party;

15.1.3. does not contain software viruses or malware;

15.1.4. does not consist of political campaigning, chain letters, mass mailings, or any form of ‘spam’;

15.1.5. does not contain advertisements or solicitations of any kind, or other commercial content;

15.1.6. is not designed to impersonate any person or entity and does not use a false e-mail address, impersonate any person or entity, or otherwise misleading as to the source;

15.1.7. does not offer unauthorized downloads of any copyrighted, confidential or private information; and

15.1.8. does not contain personal information (such as messages that include phone numbers, government identifiers, payment card information, account numbers, addresses or employer references).

15.2. Beautonomy is not obligated to, but reserves the right, to monitor, remove or edit Customer Content in its sole discretion.

15.3. To the full extent permissible by applicable law, Beautonomy takes no responsibility and assumes no liability for any Customer Content posted by you or any third party on or through the Website.

## 16. Security and your personal information

16.1. **We only use your personal information in accordance with our [Privacy Policy](#).** Please take the time to read our [Privacy Policy](#), as it includes important terms which apply to you.

16.2. **Unauthorised access.** Beautonomy will take all reasonable care, in so far as it is in its power to do so, to keep the details of the your order and payment secure, but in the absence of negligence on its part Beautonomy cannot be held liable for any loss suffered if a third party procures unauthorised access to any data you provide when accessing or ordering from the Website.

16.3. **Transmission over the internet.** Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access

## 17. Other important terms

- 17.1. **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these Terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract. If you are unhappy with the transfer you may contact us to end the contract within 14 days of us telling you about it and we will refund you any payments you have made in advance for products not provided.
- 17.2. **You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these Terms to another person if we agree to this in writing.
- 17.3. **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 17.4. **If a court finds part of this contract illegal, the rest will continue in force.** Each of the Clauses of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 17.5. **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these Terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.
- 17.6. **We really hope we won't fall out.** But just in case, these Terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts.

# Privacy Policy

Welcome to the Beautonomy's privacy notice.

Beautonomy respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal information about you so that you are fully aware of how and why we are using your information. This privacy notice supplements the other notices and is not intended to override them.

Please note this website is not intended for children and we do not knowingly collect information relating to children.

## **Beautonomy's Privacy Obligations**

This website [www.beautonomy.co.uk](http://www.beautonomy.co.uk) ('**Website**') is operated by or on behalf of Beautonomy (referred to as '**Beautonomy**', '**we**', '**us**' or '**our**'). Beautonomy is the controller responsible for your personal information. Beautonomy is related to other entities (related entities) details of which can be found here and this Privacy Policy applies if those related entities are responsible for processing your information. A reference in this Privacy Policy to Beautonomy, we, us or our also refers to our related entities. This Privacy Policy explains how personal information will be treated as you access and interact with Beautonomy.

Beautonomy respects the privacy of your personal information as a visitor to this Website and is bound by the Data Protection Act 1998 and from 25 May 2018, the General Data Protection Regulation, (the '**Act**') and other laws which may be enacted to protect your privacy from time to time.

All personal information held by us will be governed by our most recent Privacy Policy, posted on our Website. We will post any changes to this Privacy Policy on the Website, including to take into account new laws, regulations, practices and technology, so please check this Privacy Policy for updates from time to time. In addition to the Privacy Policy, there may also be specific and additional privacy provisions that apply to certain sections of the Website and/or your interactions with Beautonomy – you should read and consider these wherever they appear. In the event of any inconsistency between this Privacy Policy and the specific provisions, the specific provisions will apply.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us. If you wish to make any inquiries regarding this Privacy Policy, you should contact our Privacy Officer in any of the ways specified in the section on Concerns About Your Privacy below.

## **Collection and Use of personal information**

When referring to 'personal information', we mean information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. Your name, age, postal and email address, phone number, and payment details (such as your credit card details and billing address) are examples of personal information.

## **Information collected**

Beautonomy may, from time to time, collect personal information about you in the course of its business in a number of different ways, including when you:

- Visit our website or social media;
- Enter a competition or promotion;
- Sign up for our mailing list/newsletter;
- Enquire about or order products through our Website or via phone, fax, email, post or in person;

- Buy our products or services through the Website;
- Create an account on our website;
- Provide feedback;
- Fill in a form on our Website; and/or
- Otherwise contact us.

Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.

### **Information collected via our Website**

Personal information may be collected by us and by our third party service providers who assist us in **operating** the Website.

#### ***Google Analytics***

We use Google Analytics to help analyse how you use our Website. Google Analytics generates statistical and other information about website use by means of cookies. Google will store this information.

If you do not want your website visit information reported by Google Analytics, you can install the Google Analytics opt-out browser add-on. For more details on installing and uninstalling the add-on, please visit the Google Analytics opt-out page at <https://tools.google.com/dlpage/gaoptout>.

#### ***Click Stream Information***

In common with many websites, when you read, browse or download information from our Website, we or our internet service provider may also collect information such as the date and time of your visit to the Website, the pages accessed and any information downloaded. This information is used for statistical, reporting and website administration, maintenance and improvement purposes only.

#### ***Cookies***

Like many websites, our Website may use 'cookies' from time to time. For more information about the cookies we use, please see our Cookie Policy.

Cookies are small text files that we transfer to your computer's hard drive through your **web** browser to enable our systems to recognise your browser. If you access our Website or click-through an email we send you, a cookie may be downloaded onto your computer's hard drive.

Cookies may also be used to record non-personal information such as the date, time or duration of your visit, or the pages accessed, for website administration, **statistical** and maintenance purposes and to enhance the content and services offered on our Website. Any such information will be aggregated and not linked to particular individuals.

Cookies may also be used for other purposes on our Website but in each case none of the information collected can be used to personally identify you. The default settings of browsers like Internet Explorer generally allow cookies, but users can easily erase cookies from their hard-drive, block all cookies, or receive a warning before a cookie is stored. Please note that some parts of the Website may not function fully for users that disallow cookies.

While we take great care to protect your personal information on our Website, unfortunately no information transmission over the Internet can be guaranteed to be 100% secure. Accordingly, we cannot **ensure** or warrant the security of any information you send to us or receive from us online. This is particularly true for information you send to us via email. We have no way of protecting that information until it reaches us.

#### ***Security of your information on the Website***

Once we receive your transmission, we make our best effort to ensure its security in our possession.

#### **Use of personal information**

Beautonomy will only use the information we collect about you for purposes connected with our business operations. Below we set out a description of the ways we plan to use your personal information and the legal bases we rely on to do so.

<b>Purpose/Activity</b>	<b>Type of Information</b>	<b>Lawful basis for processing</b>
Conducting our business functions	(a) Identification details (b) Contact Details (c) Account login and password (d) Marketing and Communication preferences	Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)  Necessary to comply with a legal obligation
Marketing and selling our products and services, including via our online shop	(a) Identification details (b) Contact Details (c) Account login and password (d) Details of how you use our Website (e) Marketing and Communication preferences (f) Technical information about your device and browser	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
Verifying your identity Contacting you	(a) Identification details (b) Contact Details (c) Account login and password	Performance of a contract with you
To email you newsletters or other updates (where you have consented to receiving them) by signing up to receive email updates from Beautonomy	(a) Identification details (b) Contact Details (c) Account login and password (d) Details of how you use our Website (e) Marketing and Communication preferences	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
Providing you with ongoing information that we believe you may be interested in receiving;	(a) Identification details (b) Contact Details (c) Account login and password (d) Details of how you use our Website	Necessary for our legitimate interests (to develop our products/services and grow our business)

	(e) Marketing and Communication preferences	
Personalising and customising your experiences on our Website, including to remember your details when you visit our Website multiple times	(a) Identification details (b) Contact Details (c) Account login and password (d) Details of how you use our Website (e) Marketing and Communication preferences (f) Technical information about your device and browser	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
Enabling you to enter an online competition or promotion	(a) Identification details (b) Contact Details (c) Account login and password (d) Details of how you use our Website (e) Marketing and Communication preferences (f) Technical information about your device and browser	Performance of a contract with you  Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)
Processing your payments for purchasing any products	(a) Identification details (b) Contact Details (c) Your payment details (d) Details of your transactions on our website (e) Marketing and Communication preferences	Performance of a contract with you  Necessary for our legitimate interests (to recover debts due to us)
Providing purchased goods or services to you;	(a) Identification details (b) Contact Details (c) Account login and password (d) Details of how you use our Website (e) Marketing and Communication preferences	Performance of a contract with you

<p>Providing advertising material to you regarding us, our clients, and other third parties such as our sponsors and business partners</p>	<p>(a) Identification details  (b) Contact Details  (c) Account login and password  (d) Details of how you use our Website  (e) Marketing and Communication preferences  Technical information about your device and browser</p>	<p>Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)</p>
<p>Responding to questions about our products and services</p>	<p>(a) Identification details  (b) Contact Details  (c) Account login and password  (d) Details of how you use our Website  (e) Marketing and Communication preferences  Technical information about your device and browser</p>	<p>Performance of a contract with you  Necessary to comply with a legal obligation</p>
<p>Developing and improving our products and business</p>	<p>(a) Identification details  (b) Contact Details  (c) Account login and password  (d) Details of how you use our Website  (e) Marketing and Communication preferences  Technical information about your device and browser</p>	<p>Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)</p>
<p>Profiling existing audiences and creating lookalike audiences based on that</p>	<p>(a) Identification details  (b) Contact Details  (c) Account login and password  (d) Details of how you use our Website  (e) Marketing and Communication preferences  Technical information about your device and browser</p>	<p>Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)</p>

We may also use your personal information for other more specific purposes for which it was collected which were notified to you at the time of collection.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you

wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please Contact us.

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

We do not otherwise disclose your personal information without your permission, unless the disclosure is:

In accordance with this Privacy Policy or any agreement you enter into with us; or

Required or authorised by law, including without limitation under the Act.

If you choose not to provide your personal information to us for the purposes set out in this Privacy Policy, we may not be able to undertake certain activities for you such as providing you with requested information, products or services, or allowing you to enter competitions and promotions.

### **Disclosure of personal information**

We do not otherwise disclose your personal information without your permission, unless the disclosure is:

- In accordance with this Privacy Policy or any agreement you enter into with us; or
- Required or authorised by law, including without limitation the Act.

We may disclose your personal information:

- To third party service providers appointed by Beautonomy to perform services for us or on our behalf (such as website and information hosting providers, payment processing services and PR agencies);
- To our related companies;
- As required or authorised by law;
- To third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets.

We require all third parties to respect the security of your personal information and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

Some of our third party service providers are based outside EEA. Whenever we transfer your personal information out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented

- We may use specific contracts approved by the European Commission which give personal information the same protection it has in Europe.
- Where we use providers based in the US, we may transfer information to them if they are part of the Privacy Shield which requires them to provide similar protection to personal information shared between the Europe and the US.

Please [Contact us](#) if you want further information on the specific mechanism used by us when transferring your personal information out of the EEA.

### **Marketing**

You consent to us using your personal information for sending you information, including promotional material, about us or our products and services similar to those that are the subject of a transaction with you, as well as the products and services of our related entities and third parties, now and in the future. You also consent to us sending you such information by means of direct mail, email, SMS and MMS messages. You can contact us in any of the ways specified in the section on Concerns About Your Privacy below if you do not want to receive marketing information from us.

We will get your express opt-in consent before we share your personal information with any third party (including any other Beautonomy group company) for marketing purposes.

You can ask us to stop sending you marketing messages at any time by logging into the website and checking or unchecking relevant boxes to adjust your marketing preferences or by following the opt-out links on any marketing message sent to you or by Contacting us.

Where you opt out of receiving marketing messages, this will not apply to personal information provided to us as a result of a product purchase.

### **Security of personal information**

Irrespective of whether personal information is stored electronically or in hard copy form, Beautonomy will take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure.

In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### **Information Retention**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal information are available in our retention policy which you can request from us by [contacting us](#).

In some circumstances we may anonymise your personal information (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

### **Your Legal Rights**

Under certain circumstances, you have rights under information protection laws in relation to your personal information. You have the right to:

**Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected, though we may need to verify the accuracy of the new information you provide to us.

**Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal information to comply with local law. Note, however, that we may not always be able to

comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

**Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

**Request restriction of processing** of your personal information. This enables you to ask us to suspend the processing of your personal information in the following scenarios: (a) if you want us to establish the information's accuracy; (b) where our use of the information is unlawful but you do not want us to erase it; (c) where you need us to hold the information even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your information but we need to verify whether we have overriding legitimate grounds to use it.

**Request the transfer** of your personal information to you or to a third party. We will provide to you, or a third party you have chosen, your personal information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

**Withdraw consent at any time** where we are relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please [contact](#) us.

### **No Fee Usually Required**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

### **What We May Need From You**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our responses.

### **Time Limit To Respond**

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

### **Concerns about Privacy**

If you:

- (a) have a query or are concerned that Beautonomy may have breached the Act, or this Privacy Policy;
- (b) wish to make a complaint in relation to a breach of your privacy;
- (c) would like to access your personal information held by us;
- (d) would like to correct your personal information held by us; or

(e) would like to opt out of direct marketing,

please contact us in any of the following ways:

➤ by mail at:

Beautonomy  
27 Corsham Street  
Hoxton  
London, N1 6DR  
United Kingdom

➤ e-mail at [hello@beautonomy.com](mailto:hello@beautonomy.com)

We will investigate your queries and complaints within a reasonable period of time of receiving the complaint and will notify you of the outcome of our investigation.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for information protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

### **Third-Party Links**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share information about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

*Last updated: [DATE]*

## COOKIES POLICY

### Information about our use of cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

**Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website.

**Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

**Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

**Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookie	Name	Purpose	More information
Session Cookie	PHPSESSID	This cookie is essential to the operation of the log in functions of the site and to ensure that you are recognised when you move from page to page within one site and that any information you have entered is remembered.	Expires when the session ends.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies. Following are the list of third party companies that may set cookies on <http://beautonomy.com>

- **Google** - we use Google Analytics to measure traffic to our site. It also provides insights into the source of the traffic, so we can optimise our site for our customers. Google also provide the maps and some of the technical building blocks (code libraries, fonts, themes) for our site. See <http://www.google.com/intl/en-GB/policies/technologies/cookies/> for their cookie policy.
- **Facebook** - we use Facebook to track traffic to our site. It provides insight into how our ads are performing, allows us to remarket to site visitors, and helps us optimise our audience targeting and advertising. See <https://en-gb.facebook.com/policies/cookies/> for their cookie policy
- **HotJar** – Hotjar gives us insight into how people use our site, so we can design and optimise our site. See <https://www.hotjar.com/legal/policies/cookie-information> for their cookie policy.
- **Drip** – we use drip to communicate with our customers. It also provides insight into how our emails are working, which of our subscribers/members visit our site, and their behavior on our site. See <https://www.drip.com/privacy> for their privacy and cookie policy.
- **Zendesk Chat** – we use Zendesk Chat to provide live support for our customers on our site. It keeps track of the conversations we have and questions customers ask, so we can respond to them effectively and optimise our site accordingly. See <https://www.zendesk.com/company/customers-partners/cookie-policy/> for their cookie policy
- **Viral Loops** – we use Viral loops to generate and track referral codes, and reward the customers that refer their friends. See <https://viral-loops.com/privacy> for their privacy and cookie policy.
- **Wordpress** – Wordpress is the platform our main site is built on, It uses cookies to identify and track visitors, and manage user accounts and activities (such as the sign in and registration process, and account settings). See <https://wordpress.org/about/privacy/> for their privacy and cookie policy.
- **Woocommerce** – we use Woocommerce to handle the e-commerce section of our website. It provides the shopping cart, ordering and purchasing functionalities, and provides tracking and data on customer activities (such as shopping cart activity and product purchases). See [https://woocommerce.com/terms-conditions/?\\_ga=2.34429286.695162592.1525795582-1322624150.1523976178](https://woocommerce.com/terms-conditions/?_ga=2.34429286.695162592.1525795582-1322624150.1523976178) for their privacy policy.
- **Stripe** – Stripe is the payment processor we use to take credit card orders. It provides order and customer data. See <https://stripe.com/gb/privacy> for their privacy and cookie policy.

### Further information about cookies

The Interactive Advertising Bureau (IAB) is an industry body that develops standards and guidelines to support online business processes. It has produced a website ([www.allaboutcookies.org](http://www.allaboutcookies.org)) which explains how cookies work and how they can be managed.

### Disabling and enabling cookies

You have the ability to accept or decline cookies by modifying the settings on your Internet browser. The IAB website ([www.allaboutcookies.org](http://www.allaboutcookies.org)) tells you how to remove cookies from your browser. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

This Cookie Policy was last updated on 10.05.2018

## MODEL CANCELLATION FORM

(Complete and return this form only if you wish to withdraw from the contract)

To BEAUTONOMY

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods  
[\*]/for the supply of the following service [\*],

Ordered on [\*/received on [\*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[\*] Delete as appropriate

Last updated: [10.05.2018]