

PRIVACY AND COOKIES POLICY

The term “DMND GIN”, “we”, “us” or “our” refers to the owner of this website, Raven Spirits Limited, whose registered office address is 2 Old Skene Road, Kingswells, Aberdeen, AB15 8QA. The term “you” or “your” refers to the user or viewer of this website.

Here at Raven Spirits Limited, we take the privacy of our customers very seriously and take all reasonable precautions to protect their personal data to ensure it is not lost, misused, accessed, disclosed, altered or destroyed. We want you, our customers to know how we treat information about you that we receive through this website. Any information we obtain about you through our website is processed in accordance with the Data Protection Act 1998.

We will never sell your personal information. We will not pass it on to third parties, unless you give us your permission to do so, if we are placed under a legal obligation to disclose it, or if you violate any of our terms and conditions. If required, we may exchange information with other companies and organisations in order to prevent fraud and protect against credit risk.

Unfortunately, the transmission of information via the internet is never 100% secure. We will do our best to protect your personal information, but any transmission of your data to our website is at your own risk.

WHAT INFORMATION DO WE COLLECT ABOUT OUR CUSTOMERS?

We collect personal details which you provide us with and also site usage information from session cookies and log files. Site usage information allows us to record visitors to our website, see how they use it and which pages they visit. This helps us to make improvements to our website.

COOKIES

When you visit our website, we send you a cookie. Not the edible variety unfortunately, but an electronic one instead. A cookie is a snippet of text-based information that our website transfers to the cookie file of the browser on your computer’s hard disc. This allows our website to remember who you are and to keep track of what you have in your shopping basket. This helps us to improve the services we provide to you. We will not use cookies to obtain personally identifiable information about you.

To purchase products on our website, you will need cookies enabled, otherwise some areas of our website will not be accessible or may not function properly. We only use session cookies on our website, which are temporary cookies that are deleted when you close down your browser

We have relationships with carefully selected suppliers who may also set cookies during your visit to our website. Cookies set by websites other than www.Hrafngin.com are known as third party cookies.

You can enable or disable cookies at any time by changing the settings in your browser. The Help function in your browser should tell you how to do this, or you can visit www.aboutcookies.org for further information.

WHAT DO WE USE PERSONAL INFORMATION FOR?

We collect personal information in order to process your online order (e.g. name, address, email address, phone number, IP address) and to enable us to keep in touch with you and tell you about our products and services and any special offers or promotions we may be running. Every email we send you allows you to opt out of future communications should you wish to do so. We may also use your personal information for internal analysis and research and to track how visitors use our website.

When you visit our website or provide us with personal information in order to buy our products, it is implied that you consent to and accept the terms of this policy.

THIRD PARTY SERVICES

Our website is hosted by Wix, who are based in Israel. They provide us with the online e-commerce platform that allows us to sell our products and services to you. Your data is collected through Wix's data storage, databases and the general Wix application. They store your data on a secure server behind a firewall. Our payment gateway is Stripe, who are also based internationally. If you choose to complete your purchase through our website, then Wix does not store your credit card information. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your transaction. After that, your purchase transaction information is deleted.

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us. However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect of the information we are required to provide to them for your purchase related transactions. For these providers, we recommend that you read their privacy policies, so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in, or have facilities that are located in, a different jurisdiction than either you or us. So, if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located. As an example, if you are located in the UK and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy and Cookies Policy or our Use of Website Policy.

Our website uses Google Analytics to help us learn about who visits our website and what pages are being looked at.

RIGHT TO REQUEST INFORMATION

You have the right to request a copy of any personal data held by Raven Spirits Limited in order to check its accuracy or to ask us to correct, amend or delete any personal information we have about you. If you wish to do this, please write to us at Raven Spirits Limited, 2 Old Skene Road, Kingswells, Aberdeen, AB15 8QA marking your letter for the attention of the Legal Director and explaining that you have a legitimate interest in the personal data maintained by us about you. Alternatively, you can email us at contact@hrafngin.com. Any data subject access request may be subject to a fee of £10 to cover our costs.

CHANGES TO THIS POLICY

From time to time, we may make changes to this policy, and if we do, we will upload an updated version onto our website, so you will always be aware of what information we collect and how we use it and under what circumstances (if any) we will share it with third parties. It is your responsibility to review this page periodically for updates. Any changes will take effect immediately they are posted on our website.

This policy was last updated on 1st March 2024.

GOVERNING LAW

These terms and conditions shall be governed by and interpreted in accordance with the laws of Scotland, and you hereby submit to the exclusive jurisdiction of the Scottish courts.

CONSUMER RIGHTS

None of these terms and conditions affects your statutory consumer rights.