

PRIVACY POLICY

Our contact details:

High Grade Supplies Ltd.

T/A High Grade Coffee

19 Rosebery Avenue, London EC1R 4SP

Website: www.highgrade.me

ANALYTICS

Our site is hosted by Squarespace, they provide us with the online e-commerce platform that allows us to sell our products and services to you. Your data is stored through Squarespace's data storage, databases and the general Squarespace application. They store your data on a secure server behind a firewall. This website collects personal data to power our site analytics, including: information about your browser, network, and device, web pages you visited prior to coming to this website, your IP address

This information may also include details about your use of this website, including:

- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

We share this information with Squarespace, our website analytics provider, to learn about site traffic and activity.

COOKIES

This website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit [The cookies Squarespace uses](#).

These functional and required cookies are always used, which allow Squarespace, our hosting platform, to securely serve this website to you. These analytics and performance cookies are used on this website, as described below, only when you acknowledge our cookie banner. This website uses analytics and performance cookies to view site traffic, activity, and other data.

VISITOR DATA

This website is hosted by Squarespace. Squarespace collects personal data when you visit this website, including:

- Information about your browser, network and device
- Web pages you visited prior to coming to this website
- Web pages you view while on this website
- Your IP address

Squarespace needs the data to run this website, and to protect and improve its platform and services. Squarespace analyses the data in a de-personalised form.

CUSTOMER DATA

When you buy something on this website, we collect personal information from you to fulfill the order. We may collect information like your:

- Billing and shipping address
- Details relating to your purchase (for example, your shirt size)
- Email address
- Name
- Phone number

We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us. As you go through checkout, this site may auto-complete your shipping and billing address by sharing what you type with the Google Places API and returning suggestions to you to improve your checkout experience.

We do not collect or store any payment information, we use [PayPal](#) and [Stripe](#) as integrated payment gateways and your information and data is handled exclusively by them. To view their privacy policies please visit their websites linked above as relevant.

FORM SUBMISSIONS

When you submit information to this website via webform, we collect the data requested in the webform in order to track and respond to your submissions. We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us. We may also share this information with Rackspace for storage and data porting.

MARKETING EMAILS

We may send you marketing emails, which you can unsubscribe from by clicking the link at the bottom of the email. We share your contact information with Squarespace, our email marketing provider, so they can send these emails on our behalf.

ORDER & ACCOUNT EMAILS

We may email you with messages about your order or account activity. For example, we may email you to tell you that:

- You've created a customer account
- Your customer account password has been reset or updated
- You've made a purchase
- Your order has shipped

It's not possible to unsubscribe from these messages. We share your contact information with Squarespace, our website hosting provider, so they can send these emails to you on our behalf.

COMPLAINTS

If you have any concerns about our use of your personal information, you can make a complaint to us at High Grade Coffee, 91 Brick Lane, London E1 6QL.

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>