

Privacy Policy

Last updated: February 2026

Volante Creations is committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your data when you visit our website, subscribe to our newsletter, or make a purchase through our online shop.

By using our website, you agree to the terms described in this policy.

1. Information We Collect

We only collect information that is necessary for operating our website, processing orders, and keeping you updated with news from Volante Creations.

1.1 Newsletter Subscription

When you sign up for our email newsletter, we collect:

- Your email address

1.2 Online Purchases

When you purchase a product from our online shop, we collect:

- Your name
- Email address
- Billing address
- Delivery address
- Contact number (if required for delivery)
- Order details

Payment information (such as card numbers) is **never stored or handled by us directly**. Payments are processed securely through Stripe.

1.3 Automatically Collected Information

Our website may collect limited technical information such as:

- IP address
- Browser type
- Pages visited
- Cookies (for website functionality and analytics)

This helps us improve our website and user experience.

2. How We Use Your Information

We only use your personal information for purposes you would reasonably expect:

2.1 To Process Orders

We use your information to:

- Fulfil and deliver your order
- Send order confirmations and delivery updates
- Responding to customer service enquiries

2.2 To Send Newsletters (If You Subscribe)

If you choose to subscribe to our newsletter, we use your email address to send:

- Updates about new products, events, and promotions

You may unsubscribe at any time by clicking the link in any email we send.

2.3 To Improve Our Website

We may use information about how you use our website to:

- Analyse website usage
- Ensure proper website performance and security

3. Legal Basis for Processing (UK & EU GDPR)

We process your personal data on the following legal bases:

- **Contract:** To fulfil orders you place and provide customer service.
- **Consent:** When you sign up for our newsletter or agree to receive marketing communications.
- **Legitimate Interests:** To maintain website functionality and security, and to improve our services.

4. How We Store and Protect Your Data

We take data protection seriously. Your information is:

- Stored securely
- Accessed only by authorised personnel
- Never sold or shared for marketing outside Volante Creations

5. Sharing Your Information

We only share your information with trusted third parties when necessary, such as:

- **Payment processors** (to complete your purchase)
- **Delivery/courier services** (to deliver your order)
- **Website hosting and email service providers**

These companies only receive the information needed to perform their service and must comply with data protection laws.

We do **not** sell your data to third parties.

6. Cookies

Our website uses cookies to ensure proper functionality and to help us understand how visitors use the site. You can manage or disable cookies through your browser settings. Some features of the website may not work properly if you disable cookies.

7. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request corrections to inaccurate information
- Request deletion of your data
- Withdraw newsletter consent at any time
- Make a complaint to the ICO (Information Commissioner's Office)

To exercise these rights, you can contact us via our contact form on our website:

8. Data Retention

We keep:

- Order information for as long as required for accounting and legal purposes
- Newsletter data until you unsubscribe
- Customer service enquiries for a reasonable period to support follow-up and improve our services

9. Children's Privacy

Our website and products are intended for players aged **12+**, but we do not knowingly collect personal data from children under 13. If you believe a child under 13 has provided us with personal information, please contact us so we can remove it.

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 “Last Updated” date. We encourage you to review this page periodically to stay informed about how we protect your information.

11. Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please use the contact form on our website to get in touch with us.