

Privacy Policy

Last updated: January 2026

At Unique Customising, we are committed to protecting your privacy and ensuring your personal information is handled safely and responsibly. This Privacy Policy explains how we collect, use, store, and protect your data when you visit our website, contact us, or place an order.

1. Who We Are

Business Name: Unique Customising

Address: Cuffley Place, Sopers Road, Cuffley, Hertfordshire, EN6 4RY

Email: info@uniquecustomising.co.uk

Unique Customising provides balloon décor, personalised gifts, clothing personalisation, and event styling services.

2. Information We Collect

We may collect the following personal information:

Name

Email address

Telephone number

Billing and delivery address

Order details and personalisation information

Messages sent via our website, email, WhatsApp, or social media

Website usage data (such as pages visited, browser type, and device information)

3. How We Use Your Information

We use your personal information to:

Process and fulfil orders

Respond to enquiries and bookings

Provide personalised products and services

Arrange delivery or collection

Improve our website and services

Meet legal, accounting, or tax obligations

Your data is used only for legitimate business purposes.

4. Lawful Basis for Processing Data

Under UK GDPR, we process personal data on the following lawful bases:

Performance of a contract (e.g. fulfilling an order)

Consent (e.g. enquiries or contact forms)

Legal obligation (e.g. financial record keeping)

Legitimate business interests

5. How We Store and Protect Your Data

We store personal data securely and take appropriate technical and organisational measures to protect it from unauthorised access, loss, or misuse.

Personal data is kept only for as long as necessary to fulfil the purpose for which it was collected or to comply with legal requirements.

6. Sharing Your Information

We only share your information where necessary, such as with:

Delivery or courier providers

Payment processing services

Website hosting or IT service providers

All third parties are required to handle your data securely and in line with data protection legislation.

We do not sell or trade personal data to third parties.

7. Cookies

Our website may use cookies to:

Improve website functionality

Analyse website traffic

Enhance user experience

You can control or disable cookies through your browser settings.

8. Your Rights

You have the right to:

Access the personal data we hold about you

Request correction of inaccurate information

Request deletion of your data

Withdraw consent at any time

Raise a concern with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us using the details below.

9. Third-Party Links

Our website may include links to third-party websites or social media platforms. We are not responsible for the privacy practices or content of those sites.

10. Changes to This Policy

We may update this Privacy Policy occasionally. Any changes will be posted on this page and the date updated accordingly.

11. Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please contact:

Email: info@uniquecustomising.co.uk

Address: Cuffley Place, Sopers Road, Cuffley, Hertfordshire, EN6 4RY