

Privacy Policy

We are committed to protecting your privacy at all times during your shopping experience. When you register as a shopper with us, we'll need to take some details from you and we may need to share it with our payment authorisation partner and our delivery partners, to make sure that your Basket is processed and delivered to you as efficiently as possible. For more details on how we use your information, please see below.

The Online shop is operated by the Royal Lancers Association on behalf of The Royal Lancers Charitable Trust, registered with the Charity Commission No. 1163409 from offices at:
HHQ The Royal Lancers
Lancer House
Prince William of Gloucester Barracks
Grantham NG31 7TJ

Tel: 0115 957 3195

Email: enquiries@theroyallancers.org

How we collect your data

We collect data in a number of ways, including via the website, by phone or post

- Ordering and buying goods from our website
- Registering for an online account
- When you contact us such about the online shop

What data we collect

The type of information that we collect will depend on the purpose that you contact us. These are most likely to include:

- Name
- Email
- Residential address and delivery address
- Mobile and home phone number
- Purchase and order history
- Age and date of birth
- Correspondence - when you contact us either in writing or over the phone
- Payment information
- Information relating to offenders, suspected offenders and criminal proceedings
- Details of your visits to our website including, but not limited to: traffic data, location data, web logs and other communication data and the resources that you access
- Information on the pages that you have visited on our website, demographics and interests (please see our Cookies Policy for more information).

Who we collect information from

- Customers
- Suppliers
- Individuals who send enquiries/information to us
- Visitors to our premises