

Starter Box

Privacy Policy

Last updated: 6 September 2026

This Privacy Policy explains how **Starter Box** (“we”, “us” or “our”) collects, uses and protects your personal information when you visit or use www.starterbox.co.uk (the “Website”), contact us, or purchase products from us.

Starter Box is a sole-trader business selling art supplies to customers in the United Kingdom. We are committed to protecting your personal information and handling it in accordance with applicable UK data protection law, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and applicable privacy and electronic communications legislation.

1. Who we are

Starter Box

Starter Box is a trading name of Mrs Jodie Harris, a sole trader.

Website: www.starterbox.co.uk

Email: admin@starterbox.co.uk

Business address: 3 Bryneithin, Brynna Road, Brynna, Pontyclun, CF72 9QF

2. Information we collect

Depending on how you use our Website, we may collect your name; email address; telephone number where provided; billing and delivery address; information about products you purchase; order and transaction details; payment-related information required to process your purchase; information in messages sent through our contact form or email; information relating to returns, refunds or customer service enquiries; technical information such as IP address, browser type and device type; and information collected through cookies and similar technologies, where applicable.

3. How we use your information

We may use your personal information to process and fulfil orders; arrange delivery; process payments and refunds; communicate about orders; respond to contact-form enquiries; provide customer service; deal with returns, refunds and complaints; maintain business and transaction records; prevent and detect fraud; maintain Website security; operate and improve the Website and services; understand Website usage where appropriate analytics technologies are enabled; and comply with legal and regulatory obligations.

4. Lawful bases for processing

Depending on the circumstances, we rely on contract, legal obligation, legitimate interests and consent. Where consent is required, we will ask for it before processing your information for the relevant purpose. Where processing is based on consent, you may withdraw it at any time.

5. Payments

Payments made through our Website are processed using Stripe. Stripe may process information necessary to complete and manage your payment, including transaction information, contact details, billing or delivery information and payment-method information. Stripe may also process information for fraud prevention, authentication, security and payment-related services. We do not normally receive or store your full payment card details ourselves.

6. Website hosting

Our Website is hosted using IONOS. IONOS may process technical information associated with visitors and use of the Website as necessary to provide hosting, security, technical and related services.

7. Contact form

If you use our contact form, we collect the information you choose to provide, which may include your name, email address and message. We use this information to respond to your enquiry and provide customer support.

8. Cookies and analytics

Our Website may use cookies and similar technologies. Some may be strictly necessary for the Website to function. We may also use analytics technologies provided through IONOS or associated Website services. Where applicable law requires consent for non-essential cookies or similar technologies, we will obtain consent before using them.

9. Who we share information with

We may share personal information where reasonably necessary with Stripe for payment processing; IONOS for hosting and related services; postal and delivery companies; IT, Website and security providers; professional advisers such as accountants where necessary; and government, regulatory or law-enforcement authorities where legally required. We do not sell your personal information.

10. International transfers

Some service providers may process personal information outside the United Kingdom. Where personal information is transferred internationally, we will take appropriate steps to ensure the transfer is lawful and appropriate safeguards are in place where required.

11. How long we keep your information

We keep personal information only for as long as reasonably necessary. Order, transaction and financial records may need to be retained longer to comply with legal, tax and accounting requirements. Customer enquiry information will generally be retained as long as reasonably necessary to deal with the enquiry and any resulting matter.

12. Keeping your information secure

We take reasonable technical and organisational measures to protect personal information against accidental loss, unauthorised access, misuse, alteration or disclosure. However, no electronic transmission or storage method can be guaranteed completely secure.

13. Your data protection rights

Depending on the circumstances, you may have rights to be informed, access, correction, deletion, restriction, objection, data portability and withdrawal of consent. These rights are subject to legal conditions and exemptions. To exercise your rights, contact admin@starterbox.co.uk.

14. Marketing

Starter Box does not currently use this Website to operate a separate marketing mailing list. If this changes, we will comply with applicable marketing laws and provide appropriate unsubscribe or opt-out mechanisms.

15. Children's information

Our Website is intended for general consumers and is not specifically directed at children. We do not knowingly collect children's personal information where doing so would be unlawful.

16. Third-party websites

Our Website may contain links to third-party websites or services. We are not responsible for their privacy practices, security or content.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will be published on this page with the update date shown at the top.

18. Complaints

If you have concerns about how we have handled your personal information, contact us first at admin@starterbox.co.uk. You also have the right to complain to the Information Commissioner's Office (ICO): ico.org.uk.

19. Contact us

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