

Privacy Policy:

Say Cheese Please is committed to the privacy of our customers. Any information you give us will be dealt with in accordance with this privacy statement.

Say Cheese Please lawfully processes personal data as a 'Data Controller' in accordance with the EU General Data Protection Regulation 2018 (GDPR) and UK Data Protection Act 1998 (DPA).

We maintain strict security procedures in the storage of images and the storage and disclosure of all customer or visitor information. If you have any concerns or questions about privacy, please contact us at office@saycheeseplease.co.uk.

The following privacy statement discloses exactly what information we obtain and how we use that information.

All information is held using highly secure password protected servers. This information will NOT be divulged to any third party and will only be used for the following purposes :-

- Processing of your Orders;
- To provide customer care, including responding to your requests if you contacted us with a query;
- To detect fraud and to make sure what you have told us is correct;
- To help us identify you and any accounts you hold with us;
- For statistical purposes to improve the website and the products we offer;
- To notify you of products or special offers and price updates that may be of interest where you have consented to be contacted for such purposes.

1) Images

Purchased image download are made accessible on the Say Cheese Please website via a secure link to Amazon's secure S3 storage services.

Photos taken by Say Cheese Please will not be used in marketing material or on the website without express written permission from the child's parent/guardian.

2) Personal information

Say Cheese Please will collect your name, telephone number and contact address. Your billing information, transaction and credit card information are submitted via a secure payments page to WorldPay who handle all payments made to Say Cheese Please via the website. WorldPay do not disclose your credit card details to us and we do not have any access to this information

Some pages on our website use cookies, which are programs that collect additional information. We use cookies on our site to analyse visitor traffic to our site. Cookies are small pieces of text information that ask your computer permission to allow placement on your hard drive. Cookies do not provide us access to your computer or any information other than that which you have chosen to share with us. We do not use your contact information for any purpose other than the completion of the transaction for which you submitted it. We will not use your information to contact you about future promotions or special offers, unless requested by you, and we will not supply your details to any third parties.

Terms and conditions of sale on the Say Cheese Please website and via the school:

1. Terms and Conditions: These are the terms and conditions of our agreement which apply to all purchases of Say Cheese Please products via this website. The terms and conditions do change from time to time, and the most up-to-date version will apply to any new purchase, so you should check them before you make a new purchase.
2. Order: To place an online order please complete the details as outlined on the order summary page and confirm your order. We will notify you by email of our receipt of order. Please ensure you provide an accurate and valid email address. Payment can be made by credit/debit card.
3. Delivery: We make every effort to dispatch your order within twenty-one days of your order being placed, provided the order was placed before the deadline as stated on the proof. Your order will be delivered to you via the school. However, in some circumstances we may decide that posting to you is preferable. We may, at our discretion and expense, deliver parts of your order separately.
4. Payment: Your account will be charged on receipt of your order. We take every care to ensure that your order and subsequent transactions are conducted via a secure link. We are not responsible for the operation of the secure link and we are not liable for any loss you may suffer if a third party obtains unauthorised access to any information you provide via such link.
5. Returns: If you are not satisfied with your purchase you can return for a full refund up to 14 days from the date you received the order, Please return the product by post to Say Cheese Please, 4 Buckstone Close, Forest Hill, London SE23 3QT. Please enclose your contact details and reason for your dissatisfaction. We will offer you a full refund or replace products free of charge. This does not affect your statutory rights as a consumer in accordance with the laws of England and Wales.
6. Emails: All email correspondence will be sent to the address you give us. It is important that you provide an accurate and valid email address otherwise we will be unable to send receipt of your order. Please notify us if your email address changes after submitting your order. We will not be responsible for failure to perform under this agreement where such failure is attributable to a change of email or postal address.
7. Complaints / feedback: If you have any complaints or feedback about our website or any of the products or services supplied, please contact us at Say Cheese Please, 4 Buckstone Close, Forest Hill, London SE23 3QT, or email us at feedback@saycheeseplease.co.uk.
8. General: We will not be liable to you for any breach of our agreement, for delay or failure to perform if the delay or failure is due to acts of God, civil commotion, industrial action, riots, floods, drought, fire, legislation or other cause beyond our reasonable control. This does not affect your statutory rights. If we choose not to enforce a right under our agreement, that decision will not prevent us from enforcing other rights, or the same right on a later occasion. This agreement is governed by and construed in accordance with the laws of England and Wales, and any dispute arising out of or in connection with your use of our services shall be subject to the exclusive jurisdiction of the Courts of England and Wales.