

Zoë Lord Ltd — Privacy Policy

2026-09-22

Introduction

This privacy policy explains how Zoë Lord Ltd ("we", "us", "our") collects, uses and protects your personal data when you visit zoelord.uk, sign up to our newsletter, or get in touch through our contact form. We're committed to handling your data fairly, transparently, and only for the purposes you'd expect.

Who we are

Zoë Lord Ltd is the data controller for the personal data described in this policy.

- Company number: 17179375
- Contact: zoe@zoelord.uk

What data we collect

- Newsletter sign-up: your name and email address, and the date and time you subscribed
- Contact form enquiries: your name, email address, and whatever you include in your message
- Website usage data: standard technical data collected automatically through the site (e.g. browser type, pages visited) via cookies and similar technologies - see Cookies below

We only ask for the minimum information needed to send you the newsletter or respond to your enquiry.

How we use your data

- Newsletter: to send you the newsletter you've signed up for. Legal basis: your consent, given when you subscribe. You can withdraw this at any time.

- Enquiries: to respond to your message and follow up if needed. Legal basis: our legitimate interest in dealing with enquiries sent to us, or steps taken at your request before entering into a contract.

We don't use your data for automated decision-making or profiling, and we never sell it.

Who we share your data with

We use the following third parties to run this website and newsletter, and they process data on our behalf:

- Wix.com, Inc. - website hosting and the newsletter sign-up/contact forms
- Our email newsletter/mailling list provider

We don't sell, rent or share your personal data with anyone else for their own marketing purposes. We'll only share it further if required by law.

How long we keep your data

- Newsletter: we keep your name and email for as long as you're subscribed. You can unsubscribe at any time via the link in every newsletter email, after which we'll delete your details within a reasonable period.
- Enquiries: we keep contact form messages for as long as needed to deal with your enquiry, then delete them within a reasonable period afterwards.

Your rights

Under UK GDPR you have the right to:

- Ask what personal data we hold about you and get a copy of it
- Ask us to correct inaccurate data
- Ask us to delete your data
- Withdraw your consent to the newsletter at any time
- Object to how we use your data, or ask us to restrict it
- Complain to the Information Commissioner's Office (ICO) at ico.org.uk if you think we've handled your data incorrectly

To exercise any of these rights, contact us at zoe@zoelord.uk.

Cookies

Our website is built on Wix, which uses cookies and similar technologies to make the site work and to understand how it's used (for example, essential site-function cookies and analytics). Where cookies aren't essential, we'll ask for your consent via a cookie banner when you first visit the site. You can change your cookie preferences at any time through that banner or your browser settings.

How we keep your data secure

We take reasonable technical and organisational steps to protect your personal data, including relying on Wix's platform-level security for website and form data, and limiting access to your information to those who need it.

Changes to this policy

We may update this policy from time to time, for example if we change how we collect or use data. The latest version will always be available on this page, with the date it was last updated at the top.

Contact us

If you have any questions about this policy or how we handle your data, contact:

Zoë Lord Ltd zoe@zoelord.uk