



PRIVACY POLICY

This privacy policy sets out how we use and protect any information that you provide us when you use this website. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information for identification purposes when using this website, you can be assured that it will only be used in accordance with our privacy statement. We may change the privacy policy occasionally by updating this page. You should check this page from time to time to ensure that you are happy with any changes that have been made.

This policy (together with our Terms & Conditions and any other documents referred to on it) describes the types of personal information we collect on this website, how we may use that information and with whom we may share it. The notice also describes the measures we take to protect the security of the personal information. We also tell you how you can reach us to ask us to (I) access, change or not use the personal information you have provided to us, (II) withdraw any consent you previously provided to us, (III) tell us to refrain from communicating with you about our products or services, and (IV) answer any questions you may have about our privacy practices.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.theiatiles.com you are accepting and consenting to the practices described in this policy.

HOW DO WE COLLECT AND USE YOUR INFORMATION?

Individuals may choose to provide personal information (such as name and contact details) through this website and through our customer service lines.

We do not collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Here are the ways you may provide the information and the types of information you may submit. We also tell you how we may use the information:

PRODUCT INFORMATION REQUEST

You may be able to request information about Theia Tiles's products on this website. To process your request, we ask for information such as your first name, last name, country, job title and email address. We use this information to process your request. If you provide us with your prior consent and/or if otherwise permitted under applicable law, we also may use your contact information to communicate with you about our products, services and promotions.

NEWSLETTERS AND OTHER MARKETING COMMUNICATIONS

You may be able to sign up on this site to receive electronic newsletters and promotional emails from Theia Tiles, including new ideas, special offers and event information. To sign up, we may ask you for information such as your name, email address, postal address, telephone number, age, gender, shopping preferences and email preferences. We use this information to send you communications about our products and services, invitations to special sales and events at stores located near you, and notices of new arrivals. We also use this information to tailor our newsletters to reflect your preferences.

This privacy policy sets out how we use and protect any information that you provide us when you use this website. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information for identification purposes when using this website, you can be assured that it will only be used in accordance with our privacy statement. We may change the privacy policy occasionally by updating this page. You should check this page from time to time to ensure that you are happy with any changes that have been made.

v

This policy (together with our Terms & Conditions and any other documents referred to on it) describes the types of personal information we collect on this website, how we may use that information and with whom we may share it. The notice also describes the measures we take to protect the security of the personal information. We also tell you how you can reach us to ask us to (I) access, change or not use the personal information you have provided to us, (II) withdraw any consent you previously provided to us, (III) tell us to refrain from communicating with you about our products or services, and (IV) answer any questions you may have about our privacy practices.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.theiatiles.com you are accepting and consenting to the practices described in this policy.

HOW DO WE COLLECT AND USE YOUR INFORMATION?

Individuals may choose to provide personal information (such as name and contact details) through this website and through our customer service lines.

We do not collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Here are the ways you may provide the information and the types of information you may submit. We also tell you how we may use the information:

PRODUCT INFORMATION REQUEST

You may be able to request information about Theia Tiles's products on this website. To process your request, we ask for information such as your first name, last name, country, job title and email address. We use this information to process your request. If you provide us with your prior consent and/or if otherwise permitted under applicable law, we also may use your contact information to communicate with you about our products, services and promotions.

NEWSLETTERS AND OTHER MARKETING COMMUNICATIONS

You may be able to sign up on this site to receive electronic newsletters and promotional emails from Theia Tiles, including new ideas, special offers and event information. To sign up, we may ask you for information such as your name, email address, postal address, telephone number, age, gender, shopping preferences and email preferences. We use this information to send you communications about our products and services, invitations to specials sales and events at stores located near you, and notices of new arrivals. We also use this information to tailor our newsletters to reflect your preferences.

CONTACT US

If you communicate with us through the "Contacts" link on this site, we may ask you for information such as your name, email address, and telephone number. We use this information to respond to and communicate with you about your questions and comments and communicate with you about our products, services and promotions.

COOKIES

To find out more about the way we use cookies, web beacons and similar technologies, and how to manage your settings and preferences, please visit our [Cookie Policy](#).

CUSTOMER ASSISTANCE

You may call our customer service line for information about our products or personal shopping advice. If you do so, we may ask you for information such as your name, email address, postal address, telephone number and, if you choose to make a purchase, your payment information. We use this information to respond to your request and process your transaction.

THIRD PARTY SOURCES

We may also use your personal information to provide you with products or services you request (such as tailoring services or processing returns), enhance your shopping experience and communicate with you about our products, services and promotions.

In addition, we may use your personal information for internal purposes, such as fraud and theft prevention, accident reporting, development and administration of our sites and stores, data analytics, and compliance with our legal obligations, policies and procedures.

HOW DO WE SHARE INFORMATION

We do not sell or otherwise disclose personal information about our customers, except as described here.

We may share your information with selected third parties including:

Business partners, licensees, suppliers, service providers and sub-contractors for the performance of any contract we enter into with them or you. Third parties are only authorised by us to use or disclose the information we provide them, to the extent necessary to perform services on our behalf or comply with legal requirements.

Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about you.

Analytics and search engine providers that assist us in the improvement and optimisation of our site.

Third party fraud screening agents for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

We may also disclose information about you, if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms & Conditions and/or any of our other agreements; or to protect the rights, property, or safety of Theia Tiles, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

In addition, we reserve the right to transfer personal information we have about you in the event we sell or transfer all or a portion of our business or assets. Should such a sale or transfer occur, we will use reasonable efforts to direct the transferee to use personal information you have provided to us in a manner that is consistent with this policy. Following such a sale or transfer, you may contact the entity to which we transferred your personal information with any inquiries concerning the processing of that information.

HOW DO WE PROTECT YOUR PRIVATE INFORMATION?

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances you can ask us to delete your data. In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

HOW CAN YOU ACCESS, AMEND OR CORRECT THE INFORMATION WE HOLD ON YOU?

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

You have a number of rights in relation to your information under data protection laws. The right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

If you wish to exercise any of the rights set out above, you may contact us as specified in the "Contacts" section. Please include in your request, your name, email address, postal address, a copy of a utility bill showing your current address or other proof of address, and a copy of your identity card or passport certified by a solicitor or bank. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights).

We try to respond to all legitimate requests within one week. Occasionally it may take us longer than a week if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

WHAT HAPPENS IF I CHOOSE NOT TO PROVIDE MY PERSONAL INFORMATION?

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

DO WE LINK TO OTHER SITES?

This website may, from time to time, contain links to and from third party websites, for your convenience and information. These sites may be operated by companies not affiliated with Theia Tiles. Linked sites may have their own privacy policies, which we strongly suggest you review if you visit any of these linked websites. We have no control over, and are not responsible for the content of any websites that are not affiliated with Theia Tiles, any use of those websites, or the privacy practices of such third party websites.

HOW DO WE UPDATE OUR PRIVACY POLICY?

This Privacy Policy may be updated periodically and without prior notice to you to reflect changes in our personal information practices or relevant laws. Where appropriate, we will post a prominent notice on the site to notify you of any significant changes to our policy and indicate at the top of the notice when it was updated.

Please check back frequently to see any updates or changes to our privacy policy.

HOW DO YOU CONTACT US?

If you have any questions or comments about this policy, or if you would like us to update information we have about you or your preferences, please contact us as indicated below:

E: info@mambofactory.pt

T: +351 218 133 391

M: +351 918231994

Rua Fernando Palha 56A
1950-132 Lisboa - Portugal