

Privacy policy

Crossmots is a trading name of Scribo Puzzles Publishing Ltd ("we", "us" or "our"). We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains what personal information we collect when you use the Crossmots website, why we collect it, how we use it and your rights in relation to your information.

1. The website is operated by: Scribo Puzzles Publishing Ltd. For privacy-related enquiries, please contact: keith@crossmots.com. Scribo Puzzles Publishing Ltd is the data controller for personal information collected through the Crossmots website.

2. What information we collect. Depending on how you use the website, we may collect: When you make a purchase: your name; email address; billing information; details of the products you purchase;

order number and transaction information; and information necessary to provide your purchased digital downloads. We do not receive or store your full payment card details. Payments are processed securely by Stripe. When you contact us: your name; email address; any other information you choose to provide in your message. When you use our website: We may collect technical information such as: IP address; browser and device information; operating system; pages visited; approximate location derived from IP address; and information about how you use the website. This information may be collected through cookies and similar technologies, including Google Analytics.

3. How we use your information. We use personal information where necessary to: process and fulfil orders; provide access to digital products you have purchased; communicate with you about your orders; respond to enquiries; provide customer support; maintain and improve the website; understand how visitors use the website; maintain the security of the website and prevent abuse or fraudulent activity; comply with our legal and accounting obligations; and establish, exercise or defend our legal rights where necessary. We do not currently use your personal information to send marketing or promotional emails.

4. Our lawful bases for processing Depending on the circumstances, we rely on the following lawful bases under UK data protection law: We process information necessary to process and fulfil an order you place with us and to provide the products you have purchased. We may need to retain and process certain information to comply with legal, accounting and tax requirements. We may process information where necessary for legitimate business interests, such as responding to enquiries, maintaining website security, preventing fraud and improving our services, provided that these interests are not overridden by your rights. Where required, we rely on your consent for activities such as non-essential cookies and analytics. You can withdraw consent at any time through our cookie settings.

5. Payment processing Payments made through the website are processed by Stripe. When you make a payment, information necessary to process the transaction is shared with Stripe. Stripe processes payment information in accordance with its own privacy policy and terms. Crossmots does not store your full payment card details.

6. Google Analytics We use Google Analytics 4 (GA4) to understand how visitors use our website and to help us improve it. Analytics will only be activated where required consent has been obtained through our cookie consent mechanism. Further information about the cookies and technologies used on the website is provided in our Cookie Policy.

7. Contact forms and reCAPTCHA Our contact forms may use Google's reCAPTCHA service to help prevent spam and automated submissions. When reCAPTCHA is used, Google may collect technical and usage information in accordance with its own privacy policy. We use the information submitted through our contact forms only for the purpose of responding to your enquiry and providing relevant assistance.

8. Who we share your information with We may share personal information with trusted third parties where necessary to operate the website and provide our services, including: Stripe, for payment processing; Google, where Google Analytics or reCAPTCHA is used; our website hosting and technical service providers; professional advisers, such as accountants, where necessary; and

authorities or other organisations where we are legally required to do so. We do not sell your personal information to third parties.

9. International transfers Some of the third-party services we use may process information outside the UK. Where personal information is transferred outside the UK, we will ensure that appropriate safeguards are in place as required by applicable data protection law.

10. How long we keep your information We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including to meet legal, accounting and tax requirements. Information relating to purchases and transactions may need to be retained for at least six years to meet applicable accounting and tax record-keeping requirements. UK companies are generally required to retain relevant accounting/tax records for six years, subject to circumstances that may require a longer period. Enquiry information will generally be retained only for as long as necessary to deal with the enquiry and any resulting relationship. Cookie and analytics information is retained according to the relevant cookie/service settings.

11. Your rights Under UK data protection law, you may have rights including: the right to access the personal information we hold about you; the right to ask us to correct inaccurate information; the right to ask us to erase your information in certain circumstances; the right to restrict processing in certain circumstances; the right to object to certain processing; the right to data portability in certain circumstances; and where processing is based on consent, the right to withdraw that consent. These rights are subject to certain legal exceptions and limitations. To exercise your rights, please contact keith@crossmots.com.

12. Complaints If you have concerns about how we handle your personal information, please contact us first at keith@crossmots.com so that we can try to resolve the issue. You also have the right to complain to the UK's data protection

regulator: Information Commissioner's Office (ICO) The ICO provides information about data protection rights and how to make a complaint through its website.

13. Changes to this Privacy Policy We may update this Privacy Policy from time to time to reflect changes to our services, technology or legal requirements. The latest version will always be published on this website.

Cookie Policy

Crossmots uses cookies and similar technologies to make the website work, process purchases, prevent abuse and, where you give us permission, understand how visitors use the website.

Cookies are small text files stored on your device when you visit a website. They allow websites to remember information about your visit and can be used for different purposes.

We use cookies in the following categories: Strictly necessary cookies These are required for the website to function. They may be used for things such as: shopping basket functionality; checkout and payment processing; security; remembering your cookie preferences; and providing digital downloads. These cookies do not require your consent where they are genuinely necessary to provide a service you have requested. Analytics cookies We use Google Analytics 4 to understand how visitors use our website. Analytics cookies are non-essential and will only be used where you have given the appropriate consent. Third-party cookies Some third-party services, such as reCAPTCHA, may use cookies or similar technologies when their services are used. Managing your cookie preferences When you first visit the website, our cookie consent tool will allow you to choose whether to accept non-essential cookies. You can change or withdraw your preferences at any time through [Cookie Settings link/button]. Further information For more information about how we process personal information, please see our Privacy Policy.

Terms & Conditions

These Terms & Conditions apply to purchases made through the Crossmots website.

1. About us

Crossmots is a trading name of Scribo Puzzles Publishing Ltd Contact: keith@crossmots.com

2. Our products

Crossmots sells crossword puzzles and related puzzle publications, including digital products supplied as downloadable PDF files. We make reasonable efforts to ensure that product descriptions, images, prices and other information on the website are accurate.

3. Placing an order

When you place an order, you are making an offer to purchase the selected product. The order process will allow you to review your order and correct any errors before payment is made. Payment must be made at the time of ordering. We will confirm your order electronically.

4. Prices and payment

All prices displayed on the website are stated in GBP. Payments are processed securely through Stripe. Crossmots does not store your full payment card details.

5. Digital downloads Digital products are supplied electronically as downloadable PDF files. Where a digital product is available for immediate download, the download may be made available immediately following successful payment. You are responsible for ensuring that the device and software you use are capable of opening PDF files.

6. Cancellation and digital content

When purchasing an immediate digital download, you will be asked to expressly agree that we can begin supplying the digital content immediately and to acknowledge that, once the supply begins, you lose your statutory 14-day right to cancel. If you do not provide this agreement, we may not be able to provide the digital content immediately.

7. Faulty or inaccessible downloads

If a digital product is faulty, corrupted, inaccessible or does not conform to its description, please contact us at keith@crossmots.com. We will work with you to resolve the problem and, where appropriate, provide a replacement, repair or refund in accordance with your statutory consumer rights. Nothing in these Terms & Conditions affects rights that you have under applicable consumer protection law.

8. Refunds

Where a refund is legally required, or where we agree to provide one, the refund will normally be made using the original payment method. Nothing in these Terms & Conditions limits or excludes any consumer rights that cannot legally be excluded.

9. Licence and permitted use

When you purchase a Crossmots digital puzzle, you receive a personal, non-transferable licence to use the purchased

digital product for your own personal use, unless the product description expressly states otherwise. You must not, without our prior written permission: reproduce or redistribute the PDF; upload it to a website or file-sharing service; sell, resell or sublicense it; share it with others outside your permitted use; modify it for commercial distribution; remove copyright or other ownership notices; or use it to create another commercial product. If a product is specifically purchased or licensed for educational, organisational or commercial use, the terms applicable to that product will be stated at the point of purchase.

10. Copyright and intellectual property

All Crossmots puzzles, books, PDFs, text, graphics, illustrations, designs and other content supplied by us remain the intellectual property of Scribo Puzzles Publishing Ltd or its licensors unless otherwise stated.

Purchasing a product does not transfer ownership of the copyright or other intellectual property rights to you.

11. External links

The website may contain links to third-party websites, including online retailers. We are not responsible for the content, availability, security or privacy practices of third-party websites. Purchases made through third-party websites are subject to that retailer's own terms and conditions.

12. Website availability

We aim to keep the website available and accurate, but we cannot guarantee that it will always be uninterrupted, error-free or available. We may update, suspend or withdraw parts of the website where reasonably necessary.

13. Limitation of liability

Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful, including liability for fraud or for rights that consumers are legally entitled to. Subject to this, we will not be responsible for losses that are not reasonably foreseeable or arise outside our reasonable control.

14. Changes to these Terms

We may update these Terms & Conditions from time to time. The version applicable to an order will be the version available at the time the order is placed.

15. Governing law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be subject to the jurisdiction of the courts of England and Wales, subject to any mandatory consumer rights that apply.

16. Contact

If you have any questions about these Terms & Conditions or a purchase, please contact: keith@crossmots.com