



Customer Data Retention Policy

Effective Date: 16/05/26

Our Commitment

Red Dragon's Vault is committed to handling customer information responsibly, securely, and in line with UK GDPR and the Data Protection Act 2018.

We only keep personal information for as long as necessary for legitimate business, legal, and customer service purposes.

What Information We May Retain

Depending on how you interact with us, we may retain:

- Order and purchase history
- Event bookings and organised play registration details
- Gift voucher and store credit records
- Refund and returns records
- Customer account details
- Trade-in and buylist transaction records
- Communication relating to customer service enquiries
- Legal, financial, or compliance records where required

We do not keep personal data longer than necessary.

Typical Retention Periods

Orders & Purchases

Purchase and transaction records may be retained for up to 6 years to meet accounting, tax, and legal obligations.

Event Registrations

Event booking and organised play information may be retained for up to 24 months unless a longer retention period is required for dispute resolution or legal compliance.

Gift Vouchers & Store Credit

Voucher and store credit records may be retained for up to 12 months after expiry or redemption for financial record keeping and dispute resolution.

Trade-In / Buylist Records

Trade-in transaction records may be retained for up to 6 years where required for accounting, fraud prevention, or legal compliance.

Customer Service Enquiries

General customer support communications may be retained for up to 24 months.

Why We Retain Data

We retain data to:

- Fulfil purchases and services
- Manage organised play and event bookings
- Process refunds, exchanges, and disputes
- Maintain voucher and store credit records
- Prevent fraud and abuse
- Meet legal, tax, and accounting obligations
- Improve customer support and service quality

Your Rights

Under UK GDPR, you may have the right to:

- Request access to your personal data
- Request correction of inaccurate information
- Request deletion where legally permitted
- Object to certain types of processing
- Request restriction of processing

Some records cannot be deleted immediately where legal or financial obligations require us to retain them.

Security

We take reasonable steps to protect customer data from:

- Loss
- Unauthorised access
- Misuse
- Disclosure
- Alteration
- Destruction

Only authorised staff and service providers may access relevant information where necessary.

Contact

For any questions about your personal data or retention periods, please contact Red Dragon's Vault management at hello@reddragonsvault.com

We will respond in line with applicable data protection laws.

Approved By

Red Dragon's Vault Management