

# Terms & Conditions

**Effective Date:** 04 June 2025

Welcome to our website. These Terms & Conditions govern your use of the websites operated by **International Global Group Ltd** (71-75 Shepton Street, Covent Garden, London WC2H 9JQ, United Kingdom) (referred to as "we", "us", or "our").

By accessing or using our website and services, you agree to comply with and be bound by the following terms and conditions.

## 1. Use of Our Services

You must be at least 18 years old to purchase from our websites. You agree not to use our products or services for any illegal or unauthorized purpose.

## 2. Intellectual Property Rights

All content on our websites, including but not limited to text, graphics, logos, images, and software, is the property of International Global Group Ltd or its content suppliers and is protected by international copyright laws.

## 3. Products and Services

We make every effort to display as accurately as possible the colors, features, and descriptions of our products. However, we do not guarantee that the descriptions are accurate, complete, or error-free.

We reserve the right to limit the quantities of any products or services that we offer.

## 4. Pricing and Payment

Prices are subject to change without notice. We accept major credit cards, debit cards, and third-party payment processors such as Stripe and PayPal.

All transactions are secure and encrypted.

## 5. Shipping

Please refer to our Shipping Policy for information regarding shipping terms and conditions.

## **6. Returns and Refunds**

Please refer to our Refund Policy for information on returns and refunds.

## **7. Limitation of Liability**

To the fullest extent permitted by applicable law, we disclaim all warranties, express or implied, and will not be liable for any damages of any kind arising from the use of our products or services.

## **8. Indemnification**

You agree to indemnify, defend, and hold harmless International Global Group Ltd and our affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns, and employees from any claim or demand.

## **9. Governing Law**

These Terms & Conditions are governed by and construed in accordance with the laws of England and Wales.

## **10. Changes to Terms**

We reserve the right to update, change, or replace any part of these Terms & Conditions by posting updates and changes to our website.

It is your responsibility to check our website periodically for changes.

## **11. Contact Information**

For any questions about these Terms & Conditions, please contact us at:

Email: [\*\*legal@internationalglobalgroup.com\*\*](mailto:legal@internationalglobalgroup.com)

International Global Group Ltd

71-75 Shepton Street, Covent Garden, London WC2H 9JQ, United Kingdom

# Privacy Policy

**Effective Date:** 04 June 2025

This Privacy Policy describes how **Venicol International Ltd** (Company Number: 14176718, 46 Nova Road, Croydon CR0 2TL, United Kingdom) ("we", "us", "our") collects, uses, and discloses your personal information when you visit or make a purchase from our websites.

We operate multiple websites offering a variety of services and products, including but not limited to:

- **E-commerce sales** of physical goods, digital goods, and downloadable content;
- **Informational and tutorial videos** regarding the usage of products, software, and services;
- **Tourist guides, travel booking services, accommodation services, and experiences;**
- **Educational content**, online courses, webinars, and e-learning platforms;
- **Consultancy services** in various sectors including marketing, business development, and IT;
- **Subscription-based services**, memberships, and on-demand content platforms;
- **Event organization and ticketing services;**
- **Freelance services** across different industries;
- **Mobile applications and software as a service (SaaS)** platforms;
- **Online marketplaces** for third-party products and services;
- **Content creation and media distribution** services.

## Information We Collect

- **Personal Identification Information:** Name, surname, email address, phone number, date of birth.
- **Payment Information:** Billing details, credit/debit card information (processed securely via third-party providers).
- **Shipping Information:** Address for delivery purposes.
- **Device Information:** IP address, browser type, operating system, device identifiers.
- **Usage Data:** Interactions with our websites, pages visited, time spent, search queries.
- **Location Data:** Geolocation information when enabled.
- **Content Data:** Information you provide via forms or uploads.

## Purpose of Data Collection

- Process and fulfill transactions and orders.
- Provide, manage, and deliver services and digital products.
- Enable account creation and management.
- Deliver informational and educational content.
- Manage bookings and customer support.
- Send confirmations, invoices, and notifications.
- Send marketing communications (with consent).
- Personalize user experience.

- Conduct research and marketing analysis.
- Ensure security and detect fraud.
- Comply with legal obligations.

## Legal Basis for Processing (GDPR)

- Your consent.
- Performance of a contract.
- Legal compliance.
- Legitimate interests (e.g., marketing, fraud prevention).

## Data Sharing

We may share your personal information with:

- **Payment processors:** Stripe, PayPal, etc.
- **Shipping carriers:** DHL, FedEx, UPS, and other couriers.
- **Cloud hosting and IT services.**
- **Marketing and advertising partners.**
- **Analytics services.**
- **Authorities where legally required.**

International data transfers are protected by Standard Contractual Clauses (SCCs) or similar safeguards.

## Your Rights

Under GDPR:

- Access, rectify, erase personal data.
- Restrict or object to data processing.
- Data portability.
- Withdraw consent anytime.
- Lodge a complaint with a supervisory authority.

## **Cookies and Tracking Technologies**

We use cookies to:

- Enhance experience.
- Analyze traffic.
- Provide personalized ads.
- Save preferences.

Manage cookies via browser settings.

## **Marketing Communications**

With consent, we send promotional emails. You can opt-out via the unsubscribe link.

## **Data Retention**

We retain personal data only as long as necessary.

## **Security**

We implement strong security measures to protect data.

## Children's Privacy

We do not knowingly collect data from individuals under 18.

## Changes to This Policy

We may update this Privacy Policy from time to time.

## Contact Information

Email: [legal@internationalglobalgroup.com](mailto:legal@internationalglobalgroup.com)

International Global Group Ltd  
71-75 Shepton Street, Covent Garden, London WC2H 9JQ, United Kingdom

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## Refund Policy

**Effective Date:** 04 June 2025

## Return and Refund Conditions

You can return items within 14 days if:

- The item is unused and in original condition.
- It's returned with original packaging.
- Proof of purchase is provided.

## Non-Returnable Items

- Downloadable software.
- Digital services.

- Perishable goods.
- Customized items.

## Refund Process

After inspection, approved refunds will be credited to the original payment method within 7-14 business days.

## Late or Missing Refunds

If you haven't received a refund:

- Check your bank and contact your card issuer.
- Contact us if unresolved: [legal@venicolgroup.com](mailto:legal@venicolgroup.com).

## Sale Items

Only regular priced items are refundable.

## Exchanges

Exchanges are only for defective or damaged items.

## Shipping Returns

Returns must be sent to:

Email: [legal@internationalglobalgroup.com](mailto:legal@internationalglobalgroup.com)

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# Shipping Policy

**Effective Date:** 04 June 2025



## **Processing Times**

Orders are processed within 2-5 business days.

## **Shipping Rates and Delivery Estimates**

- **UK Domestic:** 2-5 business days
- **EU:** 5-10 business days
- **International:** 7-20 business days

## **Shipment Confirmation and Tracking**

Confirmation and tracking details are emailed upon dispatch.

## **Customs, Duties, and Taxes**

Customers are responsible for customs duties and taxes.

## **Damages**

We are not liable for damages or losses during shipping.

## **Restricted Shipping**

We may restrict shipping to certain countries.

## **Incorrect Addresses**

We are not responsible for incorrect shipping addresses provided by customers.

## **Contact Us**

For shipping issues:

Email: [legal@venicolgroup.com](mailto:legal@venicolgroup.com)

