



## YarnWhisperer.co.uk Privacy Policy

Yarn Whisperer (also known as 'Yw', referred to as 'we' for the remainder of this policy) reserves the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

### What information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

### How do we collect this information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

### Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

### How do we store, use, share and disclose our site visitors' personal information?

Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS

requirements help ensure the secure handling of credit card information by our store and its service providers.

Further than this, aside from handling your sales and shipping, we do not, and will not, share your personal data with anyone, EVER! If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [info@yarnwhisperer.co.uk](mailto:info@yarnwhisperer.co.uk) or send us direct message via the site.

If you unsubscribe we immediately delete all of your data, apart from purchase data for our own account keeping records. Such records of transactions will be deleted after the required time periods for tax purposes.

### **How do we communicate with you?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail, where this information has been provided by you.

### **How do we use cookies and other tracking tools?**

We use some cookies to track where users come from and to enhance your online buying experience, for example, to identify logged in site members, security and anti-fraud reasons. Most of these are only added for the duration of the session (the time you actually spend on the site) with the remaining to speed up your searching and shopping processes the next time you visit.

You can find out more about cookies in general [here](#)

The following links explain how to access cookie settings in various browsers:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

### **How can you withdraw your consent for use to use your data?**

If you don't want us to process your data anymore, please contact us at [info@yarnwhisperer.co.uk](mailto:info@yarnwhisperer.co.uk) or send us a direct message via the site.



@the\_yarnwhisperer