

## **Privacy Policy – The full technical version**

### **What type of information do you 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 (IP) address

We may use software tools to measure and collect session information to help me see who does what on the website and which pages are more popular than others.

### **How do you collect 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 you 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 personalised service-related notices and promotional messages;
4. To comply with any applicable laws and regulations.

### **How do you store, use, share and disclose your site visitors' personal information?**

Our company is hosted on the Wix.com platform.

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.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards to ensure the secure handling of credit card information by our store and its service providers.

### **How do you communicate with your site visitors?**

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. Any updates or newsletters will only be sent to those who have requested them.

### **How can your site visitors withdraw their consent?**

If you don't want us to process your data anymore, please contact us at [zoe@phoenixlifecoach.co.uk](mailto:zoe@phoenixlifecoach.co.uk).

## How do you use cookies and other tracking tools?

Wix.com uses both permanent and temporary cookies. These will help us communicate with you and keep your information secure.

Cookie name	Life span	Purpose
svSession	Permanent	Communication between site owner and visitor (Wix Chat)
hs	Session	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identifies logged in site members
TSxxxxxxxx (where x is replaced with a random series of numbers and letters)	Permanent	Security
TSxxxxxxxx_d (where x is replaced with a random series of numbers and letters)	Permanent	Security

## Privacy policy updates

We reserve the right to modify this privacy policy at any time, we will post the small changes here. Any changes will be included in the newsletter.

## Questions and your contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [zoe@phoenixlifecoach.co.uk](mailto:zoe@phoenixlifecoach.co.uk)