

## **Silver Sequoia Privacy Policy**

### **What type of information do we collect?**

*We receive, collect and store any information you enter on our website. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet. We 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, mobile number); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profiles.*

### **Why do we collect personal information?**

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

- 1. To provide and operate our services and manage bookings and payments;*
- 2. To provide our Users with on going 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 create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we may use to provide and improve our respective services;*
- 5. To comply with any applicable laws and regulations.*

### **How do we 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, mobile number and email address. Your personal information will be used for the specific reasons stated above only.*

### **How do we store, use, share and disclose our customers' personal information?**

*Our company is hosted on Wix.com which provide us with the online platform that allow us to sell our services to you. Your data may be stored through Wix.com's data storage and the general applications. They store your data on secure servers behind a firewall.*

*All direct payment gateways offered by Wix.com 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.*

### **How we communicate with our customers?**

*We may contact you to notify you regarding your account, bookings or purchases; to resolve an issue, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our services and promotions, 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 or text messages.*

### **How can customers withdraw consent?**

*If you don't want us to process your data anymore, please contact us at [Namaste@silversequoia.co.uk](mailto:Namaste@silversequoia.co.uk) and your request will be processed.*

### **Privacy policy updates**

*We reserve 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.*

### **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 [Namaste@silversequoia.co.uk](mailto:Namaste@silversequoia.co.uk)*