

Privacy Policy for Grow Wellbeing



Effective Date: 20th December, 2024

Welcome to Grow Wellbeing! We're committed to protecting your privacy and handling your data responsibly. This policy explains what we collect, how we use it, and your rights. By using our Website (www.grow-wellbeing.com), you agree to these terms.

If anything is unclear, feel free to contact us at contact@grow-wellbeing.com

1. Information We Collect

What You Provide:

- Your name, email, and phone number (e.g., when contacting us or making a purchase).
- Payment details (securely processed by third parties like Stripe).

What We Collect Automatically:

- Details like your browser type, IP address, and how you use our website (e.g., pages visited).
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2. How and Why, We Use Your Data

We only collect what we need and for reasons such as:

- **Fulfilling Orders:** Processing your purchases and delivering products or services.
- **Customer Support:** Responding to your queries.
- **Improving Our Website:** Understanding what works best for you.
- **Marketing (with Consent):** Sending updates or special offers.

Our Legal Basis for Processing Your Data:

- Your **consent** (e.g., for marketing).
 - A **contract** (e.g., when you make a purchase).
 - A **legal obligation** (e.g., tax records).
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3. Sharing Your Data

We may share your data with:

- **Trusted Partners:** Like Wix (for hosting) and payment processors.
- **Legal Authorities:** If required by law.

Your data is never sold or shared for unrelated purposes.

4. Cookies and Tracking Technologies

Our Website uses cookies and similar technologies to improve your experience. Cookies are small text files stored on your device to help us deliver essential features, understand how the Website is used, and enhance functionality.

Types of Cookies We Use

1. **Strictly Necessary Cookies:** Essential for the Website to function (e.g., enabling shopping cart functionality or ensuring security). These cannot be switched off in our systems.
2. **Functional Cookies:** Help us remember your preferences (e.g., language or region).
3. **Performance Cookies:** Collect anonymized data on Website performance and visitor behavior (e.g., pages visited, time spent). This helps us improve our services.
4. **Marketing Cookies:** Used to display personalized advertisements and track user activity across websites. These are only enabled with your consent.

Third-Party Cookies

We use third-party tools, such as Google Analytics, to help us understand Website performance and usage. These providers may set their own cookies. For more information, please refer to their privacy policies.

How We Use Cookies

- To provide essential Website functions.
- To understand how you interact with our Website.
- To improve performance and enhance your experience.
- To deliver tailored advertising (only with your consent).

Managing Your Cookie Preferences

You can manage cookies in the following ways:

- **Cookie Banner:** On your first visit, you'll see a banner asking for your preferences. You can accept or decline non-essential cookies.
- **Website Settings:** Change your cookie preferences at any time via the "Cookie Settings" link in the footer of our website.
- **Browser Settings:** Most web browsers allow you to block or delete cookies. Visit [All About Cookies](#) for guidance on managing cookies.

Cookie Retention

- **Session Cookies:** Deleted when you close your browser.

- **Persistent Cookies:** Remain on your device for a set period or until manually deleted.

Changes to Our Use of Cookies

If we introduce new cookies or make changes to how we use cookies, we'll update this section and notify you via the cookie banner.

5. Keeping Your Data Safe

We take security seriously, using encryption and secure servers to protect your data. However, no system is 100% secure, so please contact us immediately if you suspect a breach.

6. Your Rights

You're in control! You can:

- **Access** the data we hold on you.
- **Update** or **delete** your details.
- **Opt-out** of marketing at any time.
- **Complain** to the ICO (the UK regulator) if you're unhappy with how we handle your data.

To make a request, email us at contact@grow-wellbeing.com.

7. International Data Transfers

Some of our service providers (like Wix) may store data outside the UK. We ensure these transfers meet UK GDPR standards to protect your privacy.

8. Data Retention

We only keep your data for as long as necessary:

- For purchases, records are kept for up to 6 years (for tax purposes).
 - For marketing, we'll keep your details until you unsubscribe.
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9. Changes to This Policy

We'll update this policy if needed. Check back here for the latest version.

10. Contact Us

Got questions? We're happy to help:

- **Email:** contact@grow-wellbeing.com
 - **Post:** Make Hamilton, 69-71 Argyle St, Birkenhead CH41 6LQ, UK
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Need more help? If we can't resolve your concerns, you can contact the ICO directly:
<https://ico.org.uk/make-a-complaint/> .