

*Little Starr Therapies
Bensons Barn, Umberslade Road
Earlswood,
Solihull,
B94 5DQ*

What Data 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, reviews, recommendations, and personal profile. This data is never used without consent and is not sold to third party organisations for profit.

How We Collect Data

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 also be collected when you make a booking and fill out a consultation form, and if you give permission for us to contact you for marketing purposes.

Why We Collect Your Data

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

- *To provide and operate the Services;*
- *To provide our Users with ongoing customer assistance, updates and support;*
- *To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;*
- *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;*
- *To comply with any applicable laws and regulations.*

How We Store Data

Our company 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. Your consultation form data is collected and stored by ZOHO Forms and is protected via their security measures. Any other information such as contact details are stored on my phone and/or laptop behind passwords and internet/digital security.

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.

How We Communicate With You

We may contact you to notify you regarding your account, to troubleshoot problems, to resolve a dispute, to collect fees or monies owed, to request you to fill out a consultation form, to send updates about our company, to send updates about booked services or purchased goods, 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 and text messages.

How You Can Withdraw Consent

If you don't want us to process your data anymore, please contact us at tara@littlestarrtherapies.com or send us a text to: 07788515553.

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 Contact

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us via email at tara@littlestarrtherapies.com or do so yourself via the website if you have created an account.