



## Privacy Policy – [www.signwithanna.co.uk](http://www.signwithanna.co.uk)

### 1. What type of information do you collect?

- a. 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 such as Google Analytics 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.
- b. We only collect personally identifiable information (including name, email, etc) when you register for our newsletter, the data for which is held in Mailerlite.
- c. We do not collect booking or payment information on this site – this is done via Bookwhen.com, please see Ts & Cs for this as you go through the booking process.

### 2. How do you collect information?

- a. When you conduct a transaction such as complete contact form, register for our newsletter etc 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.

### 3. Why do you collect such personal information?

- a. We collect such Non-personal and Personal Information for the following purposes:
  - i. To provide and operate the Services;
  - ii. To provide our Users with ongoing customer assistance and technical support;
  - iii. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
  - iv. 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;
  - v. To comply with any applicable laws and regulations.

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

- a. Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to promote 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.

## 5. How do you communicate with your site visitors?

- a. Should you register for our newsletter on this site or elsewhere, you agree to receive from time to time promotional messages and materials from us, by email or any other contact form you may provide us with (including your phone number for calls or text messages). If you don't want to receive such promotional materials or notices – please unsubscribe or notify us at any time.

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

- a. Cookies are small pieces of data stored on a site visitor's browser. They are typically used to keep track of the settings users have selected and actions they have taken on a site.
- b. Wix uses cookies for important reasons, such as:
  - i. To provide a great experience for your visitors and customers.
  - ii. To identify your registered members (users who registered to your site).
  - iii. To monitor and analyze the performance, operation and effectiveness of Wix's platform.
  - iv. To ensure our platform is secure and safe to use.
- c. Types of Cookies
  - i. This site, hosted by Wix uses essential and function cookies, such as:

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	2 years	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential

Cookie Name	Purpose	Duration	Cookie Type
bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.sessionId	Used for stability/effectiveness measurement	12 months	Essential
wixLanguage	Used on multilingual websites to save user language preference	12 months	Functional

- d. This website also uses Google Analytics - for Cookie information relating to this please see <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>
- e. See [All About Cookies](#) for more information on Cookies.

## 7. How can your site visitors withdraw their consent?

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

## 8. Privacy policy updates

- a. 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.

## 9. Customer support details & contact info

- a. If you would like to: access, correct, amend or delete any personal information we have about you, or for any queries, please contact:

Anna Foster

Owner and teacher, Sign with Anna

[anna@signwithanna.co.uk](mailto:anna@signwithanna.co.uk)

Updated 23<sup>rd</sup> April 2021

Anna Foster

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