**Privacy Policy**

This privacy policy sets out how we use and protect any information that you give Elle Au Naturel when you use this website.

Elle Au Naturel is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Bridge House may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 27th October 2020.

**What we collect**

We may collect the following information:

* name
* contact information including email address
* demographic information such as postcode, preferences and interests
* other information relevant to customer surveys and/or offers

We also 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; 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); comments, feedback, product reviews, recommendations, and personal profile.

**How do we collect the information you provide?**

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name and email address. Your personal information will be used for the specific reasons stated above only.

**Why do we collect this 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 personalized service-related notices and promotional messages;
4. 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;
5. To comply with any applicable laws and regulations.

**What we do with the information we gather.**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

* Internal record keeping.
* We may use the information to improve our products and services.
* We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
* From time to time, we may also use your information to contact you for market research purposes.
* We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

**Opting Out.**

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

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

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.

#### 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, to poll your opinions through surveys or questionnaires, to send updates about our company, 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, text messages, and postal mail.

**Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information  
You may choose to restrict the collection or use of your personal information in the following ways:

* If you don’t want us to use your details then please contact us immediately at [info@elleaunaturel.com](mailto:info@elleaunaturel.com)
* if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [info@elleaunaturel.com](mailto:info@elleaunaturel.com)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998.

If you believe that any of the information we are holding on you is incorrect or incomplete, please email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

**Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

**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.