

Privacy Policy

Including GDPRP

COMPANY : KLR Natural Nutrition

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Privacy Policy

At KLR Natural Nutrition, accessible from www.klrnaturalnutrition.co.uk, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by KLR Natural Nutrition and how we use it.

Please note that this privacy policy does not govern the collection and use of information by companies that KLR Natural Nutrition does not control, nor by individuals not employed or managed by KLR Natural Nutrition. If you visit a Web site that we mention or link to, be sure to review its privacy policy before providing the site with information. This privacy policy should be read alongside, and in addition to, our Terms and Conditions, which can be found at: www.klrnaturalnutrition.co.uk, Please read this privacy policy carefully.

DEFINITIONS AND INTERPRETATION

In this privacy policy, the following definitions are used:

Data	Collectively all information that you submit to KLR Natural Nutrition via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws.
Cookies	A small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below (Cookies).
Data Protection Laws	Any applicable law relating to the processing of personal Data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK.
GDPR	The General Data Protection Regulation (EU) 2016/679.
KLR Natural Nutrition, KLR, or us	katie@klrnaturalnutrition.co.uk
UK and EU Cookie Law	The Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;
User or you	Any third party that accesses the Website and is not either (i) employed by KLR Natural Nutrition and acting in the course of their employment or (ii) engaged as a

consultant or otherwise providing services to KLR Natural Nutrition and accessing the Website in connection with the provision of such services; and

Website

The website that you are currently using, www.klrnaturalnutrition.co.uk, and any sub-domains of this site unless expressly excluded by their own terms and conditions.

In this privacy policy, unless the context requires a different interpretation: the singular includes the plural and vice versa; references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy; a reference to a person includes firms, companies, government entities, trusts and partnerships; "including" is understood to mean "including without limitation"; reference to any statutory provision includes any modification or amendment of it; the headings and sub-headings do not form part of this privacy policy.

SCOPE OF THIS PRIVACY POLICY

This privacy policy applies only to the actions of KLR Natural Nutrition and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.

For purposes of the applicable Data Protection Laws, KLR Natural Nutrition is the "data controller". This means that KLR Natural Nutrition determines the purposes for which, and the manner in which, your Data is processed.

GENERAL DATA PROTECTION REGULATION (GDPR)

WE ARE A DATA CONTROLLER OF YOUR INFORMATION.

KLR Natural Nutrition's legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Information we collect and the specific context in which we collect the information:

- KLR Natural Nutrition needs to perform a contract with you
- You have given KLR Natural Nutrition permission to do so
- Processing your personal information is in KLR Natural Nutrition legitimate interests
- KLR Natural Nutrition needs to comply with the law
- Analytics

KLR Natural Nutrition will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. If you wish to be informed what Personal Information we hold about you and if you want it to be removed from our systems, please contact us, please see contact information at the end of this policy or contact us through our website contact form found on the contact page.

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information we have on you.
- The right of rectification.
- The right to object.
- The right of restriction.
- The right to data portability.
- The right to withdraw consent.

For further information please read the rest of our policy and additional policies and terms located on www.klrnaturalnutrition.co.uk

DATA COLLECTED

It is always up to you whether to disclose personally identifiable information to us, although if you elect not to do so, we reserve the right not to register you as a user or provide you with any products or services.

“*Personally identifiable information*” means information that can be used to identify you as an individual, such as, for example:

- Your name, company, email address, phone number, billing address, and shipping address, date of birth, gender, position / job titles, profession, other contact information, demographic information such as postcode, preferences and interests, IP address (automatically collected), web browser type and version (automatically collected), operating system (automatically collected), a list of URLs starting with a referring site, your activity on this Website, and the site you exit to (automatically collected), information relating to your personal or business needs in regards to your website, this could include but not be limited to, information about your products, services, payment methods and information, contacts, personal contact information, your business methods, business plans, market research, your KLR Natural Nutrition user id and password, any account-preference information you provide us, your computer’s domain name and IP address, indicating where your computer is located on the internet, session data for your login session, so that our computer can ‘talk’ to yours while you are logged in, in each case, in accordance with this privacy policy.
- If you do provide personally identifiable information to us, either directly or through a reseller or other business partner, we will:
 - Not sell or rent it to a third party without your permission — although unless you opt out (see below), we may use your contact information to provide you with information we believe you need to know or may find useful, such as (for example) news about our services and products and modifications to the terms of service;
 - Take commercially reasonable precautions to protect the information from loss, misuse and unauthorized access, disclosure, alteration and destruction;
 - Not use or disclose the information except:
 - As necessary to provide services or products you have ordered, such as (for example) by providing it to a carrier to deliver products, services, goods or creations you have ordered;
 - In other ways described in this privacy policy or to which you have otherwise consented;
 - In the aggregate with other information in such a way so that your identity cannot reasonably be determined (for example, statistical compilations);
 - As required by law, for example, in response to a subpoena or search warrant;

- To outside auditors who have agreed to keep the information confidential;
- As necessary to enforce the terms of service;
- As necessary to protect the rights, safety, or property of KLR Natural Nutrition, its users, or others; this may include (for example) exchanging information with other organizations for fraud protection and/or risk reduction.

HOW WE COLLECT DATA

We collect Data in the following ways: data is given to us by you; and data is collected automatically. We may collect other information that cannot be readily used to identify you, such as (for example) the domain name and IP address of your computer. We may use this information, individually or in the aggregate, for technical administration of our Web site(s); research and development; customer- and account administration; and to help us focus our marketing efforts more precisely.

DATA THAT IS GIVEN TO US BY YOU

KLR Natural Nutrition will collect your Data in a number of ways, for example:

- When you contact us through the Website, by telephone, post, e-mail or through any other means;
- When you register with us and set up an account to receive our products/services;
- When you complete surveys that we use for research purposes (although you are not obliged to respond to them);
- When you enter a competition or promotion through a social media channel;
- When you make payments to us, through this Website or otherwise;
- When you elect to receive marketing communications from us;
- When you use our services;
- In each case, in accordance with this privacy policy.

To help protect your privacy, be sure: not to share your user ID or password with anyone else; to log off the [KLR Natural Nutrition] Web site when you are finished; to take customary precautions to guard against "malware" (viruses, Trojan horses, bots, etc.), for example by installing and updating suitable anti-virus software.

DATA THAT IS COLLECTED AUTOMATICALLY

To the extent that you access the Website, we will collect your Data automatically, for example: we automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content. We will collect your Data automatically via cookies, in line with the cookie settings on your browser. For more information about cookies, and how we use them on the Website, see the section below, headed "Cookies".

LOG FILES

KLR Natural Nutrition follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking

users' movement on the website, and gathering demographic information. KLR Natural Nutrition will not be your hosting company, we provide a service for you to host your website through third-parties and therefore are not responsible for the privacy and security provided by these companies.

OUR USE OF DATA

Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:

- Internal record keeping;
- Improvement of our products / services;
- Transmission by email of marketing materials that may be of interest to you;
- Contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the website;
- In each case, in accordance with this privacy policy.

We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).

For the delivery of direct marketing to you via e-mail, we'll need your consent, whether via an opt-in or soft-opt-in: soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a certain product/service, and we are marketing similar products/services). Under "soft opt-in" consent, we will take your consent as given unless you opt-out.

For other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide. If you are not satisfied about our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed "Your rights" below.

When you register with us and set up an account to receive our services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

THIRD-PARTY SERVICES

KLR Natural Nutrition uses Wix services and hosting facilities. Wix has partnered with a number of selected service providers, whose services and solutions complement, facilitate and enhance our own. These include hosting and server co-location services, communications and content delivery networks (CDNs), data and cyber security services, billing and payment processing services, domain name registrars, fraud detection and prevention services, web analytics, e-mail distribution and monitoring services, session recording and remote access services, performance measurement and data optimization services, content providers, and our legal and financial advisors (collectively, "Third Party Service(s)").

Such Third Party Services may receive or otherwise have access to our Visitors' and Users' Personal Information and/or Users-of-Users' Personal Information, in its entirety or in part – depending on each of their particular roles and purposes in facilitating and enhancing our Services, and may only use it for such purposes.

Note that while our Services may contain links to other websites or services, we are not responsible for such websites' or services' privacy practices, and encourage you to be aware when you leave our Services and read the privacy statements of each and every website and service you visit. This Privacy Policy does not apply to such linked third-party websites and services.

Wix is accountable for personal data that it receives under the Privacy Shield and subsequently transfers to a third party as described in the Privacy Shield Principles. In particular, Wix remains responsible and liable under the Privacy Shield Principles if third-party agents that it engages to process the personal data on its behalf do so in a manner inconsistent with the Principles, unless Wix proves that it is not responsible for the event giving rise to the damage.

WHO WE SHARE DATA WITH

We may share your Data with the following groups of people for the following reasons: our employees, agents and/or professional advisors - to enable KLR Natural Nutrition to best serve you and your website needs. We only use professional, legal and trusted sources and only when required; relevant authorities - to facilitate the detection of crime or the collection of taxes or duties; in each case, in accordance with this privacy policy.

HOW DO WE STORE, USE, SHARE AND DISCLOSE OUR SITE VISITORS' PERSONAL INFORMATION?

WIX: 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.

Payment: If you choose a direct payment gateway to complete your purchase, then Wix stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All direct payment gateways 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. For more insight, you may also want to read Wis's Terms of service <http://www.wix.com/about/terms-of-use> or Privacy Statement <http://www.wix.com/about/privacy>

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.

For more information on payments please see payments clause.

KEEPING DATA SECURE

We will use technical and organisational measures to safeguard your Data, for example: access to your account is controlled by a password and a user name that is unique to you. We store your Data encrypted on remote secure servers. Payment details are encrypted using SSL technology (typically you will see a lock icon or green

address bar (or both) in your browser when we use this technology. We are certified to SOC 2. This family of standards helps us manage your Data and keep it secure.

Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: info@klrnaturalnutrition.co.uk

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

EXTERNAL DATA STORAGE SITES

We may store your data on servers provided by third party hosting vendors with whom we have contracted, this includes but is not limited to Wix servers.

SECURITY WITH WIX

Wix has implemented security measures designed to protect the Personal Information you share with us, including physical, electronic and procedural measures. Among other things, we offer HTTPS secure access to most areas on our Services; the transmission of sensitive payment information (such as a credit card number) through our designated purchase forms is protected by an industry standard SSL/TLS encrypted connection; and we regularly maintain a PCI DSS (Payment Card Industry Data Security Standards) certification. We also regularly monitor our systems for possible vulnerabilities and attacks, and regularly seek new ways and Third-Party Services for further enhancing the security of our Services and protection of our Visitors' and Users' privacy.

However – regardless of the measures and efforts taken by Wix, we cannot and do not guarantee the absolute protection and security of your Personal Information, your Users-of-Users' Information or any other User Content you upload, publish or otherwise share with Wix or anyone else.

We therefore encourage you to set strong passwords for your User Account and User Website and avoid providing us with any sensitive information which you believe its disclosure could cause you substantial or irreparable harm. Furthermore, because certain areas on our Services are less secure than others (for example, if you set your Support forum ticket to be “Public” instead of “Private”, or if you browse to a non-SSL page), and since e-mail and instant messaging are not recognized as secure forms of communications, we request and encourage you not to share any Personal Information on any of these areas or via any of these methods.

DATA RETENTION

Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

YOUR RIGHTS

You have the following rights in relation to your Data:

- Right to access - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- Right to correct - the right to have your Data rectified if it is inaccurate or incomplete.
- Right to erase - the right to request that we delete or remove your Data from our systems.
- Right to restrict our use of your Data - the right to "block" us from using your Data or limit the way in which we can use it.
- Right to data portability - the right to request that we move, copy or transfer your Data.
- Right to object - the right to object to our use of your Data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: info@klrnaturalnutrition.co.uk

If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

PAYMENTS

We process our payments through a third-party payment processing service, KLR Natural Nutrition, is not responsible for your data held by third parties and recommend you read their terms and policies before proceeding with payments. You can find Xero's legal information at: <https://www.xero.com/id/legal/>

KLR Natural Nutrition use Xero as they are a trusted and recognised service. If you would like to complete your transaction directly to KLR Natural Nutrition UK accounts please contact us or notify your Designer at KLR Natural Nutrition, we would be more than happy to arrange a change in payment procedure for you, KLR Natural Nutrition will always do it's utmost to ensure your information is secure and you are satisfied with the security measures we have put in place.

LINKS TO OTHER WEBSITES

This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

CHANGES OF BUSINESS OWNERSHIP AND CONTROL

KLR Natural Nutrition may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of KLR Natural Nutrition. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.

We may also disclose Data to a prospective purchaser of our business or any part of it. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

COOKIES

This Website may place and access certain Cookies on your computer. KLR Natural Nutrition uses Cookies to improve your experience of using the Website and to improve our range of services. KLR Natural Nutrition has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.

Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling KLR Natural Nutrition to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

This Website may place the following Cookies:

Type of Cookie	Purpose
Strictly necessary cookies	These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
Analytical/performance cookies	They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
Functionality cookies	These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser. You can choose to delete Cookies at any time; however you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.

It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings. For more information generally on cookies, including how to disable them, please refer to aboutcookies.org. You will also find details on how to delete cookies from your computer.

GENERAL

You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.

Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts. You must be at least 18 years old to use [KLR Natural Nutrition's] service(s).

KLR Natural Nutrition's operations are located primarily in the United Kingdom, we use cloud storage to encrypt and secure data held by the company. These servers are located in Europe and in the United States. If you provide information to us, the information will be transferred out of the European Union (EU) to the United States. By providing personal information to us, you are consenting to its storage and use as described herein.

CHANGES TO THIS PRIVACY POLICY

We reserve the right to change this privacy policy as we deem necessary or appropriate because of legal compliance requirements or changes in our business practices. If you have provided us with an email address, we will endeavour to notify you, by email to that address, of any material change to how we will use personally identifiable information.

ONLINE PRIVACY POLICY ONLY

This privacy policy applies only to our online activities and is valid for visitors to our website with regards to the information that they shared and/or collect in KLR Natural Nutrition. This policy is not applicable to any information collected offline or via channels other than this website.

CONTACT US

If you have any questions concerning KLR Goods, Services, or the Agreements, please contact KLR via email: info@klrnaturalnutrition.co.uk or through our website contact page.

Thank you for reading our Privacy Policy. We hope you enjoy all that is KLR Natural Nutrition!

Contracting entity:

KLR Natural Nutrition | Katie Roberts

info@klrnaturalnutrition.co.uk