



Nature Springs

Privacy Policy

This Privacy Policy describes how Nature Springs ("the Site," "we," "us," or "our") collects, uses, and discloses your personal information when you visit, use our services, or make a purchase from naturesprings.co.uk ("the Site") or otherwise communicate with us (collectively, the "services").

For the purposes of this Privacy Policy, "you" and "your" means you as the user of the services, whether you are a customer, website visitor, or another individual whose information we have collected pursuant to this Privacy Policy.

You are asked to please read this Privacy Policy carefully. By using and accessing any of the services, you agree to the collection, use, and disclosure of your information as described in this Privacy Policy.

If you do not agree to this Privacy Policy, please do not use or access any of the Services.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our practices, legal requirements, or other operational reasons. We will post the revised policy on the site, update the "last updated" date, and take any other steps required by applicable law.

How We Collect and Use Your Personal Information

To provide our services, we collect personal information about you from a variety of sources. The information we collect and use varies depending on how you interact with us. In addition to the specific uses described below, we may use your information to communicate with you, provide the services, comply with legal obligations, enforce terms of service, and protect our rights and the rights of others.

Information we collect directly from you

- Basic contact details: name, address, phone number, email
- Order information: billing address, payment confirmation
- Account information: username and password
- Customer support information: details you provide in communications with us

Information we collect automatically

We automatically collect certain information about your interaction with the Services ("Usage Data") through cookies and similar technologies. This includes:

- Device and browser information
- Network connection details
- IP address
- Interaction data (e.g., pages visited, links clicked).

Information we obtain from Third Parties

We may receive information about you from third-party vendors and service providers, such as:

- Payment processors, such as Wix, for processing payments securely
- Marketing platforms, analytics providers, and advertising partners

Any information obtained from third parties will be treated in accordance with this Privacy Policy. However, we are not responsible for the accuracy or practices of third parties.

How We Use Your Personal Information

1. **Providing Products and Services:** To process payments, manage accounts, and facilitate refunds
2. **Marketing and Advertising:** To send promotional communications and tailor advertising based on your preferences
3. **Security and Fraud Prevention:** To detect and prevent fraudulent or malicious activity
4. **Customer Support:** To respond to enquiries and improve our services

Cookies

We use cookies to improve the functionality and performance of our site.

You can control cookies through your browser settings. However, disabling cookies may affect your experience and the functionality of the services.

How We Disclose Personal Information

We may disclose your personal information to third parties for legitimate purposes, including:

- **Vendors and Service Providers:** For IT management, payment processing, data analytics, customer support
- **Business Partners:** For marketing and promotional activities
- **Legal Obligations:** To comply with legal requirements or enforce our terms of service

Third-Party Websites and Links

Our site may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. Please review their privacy policies for more information.

Under 18 Data

The services are not intended for individuals under the age of 18 and we do not knowingly collect personal information from individuals under the age of 18. If you believe we have collected such information, please contact us to request its deletion.

Security and Retention of Your Information

We implement reasonable security measures to protect your personal information. However, no system is completely secure. Please avoid sending sensitive information through insecure channels.

We retain personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law.

Your Rights and Choices

Depending on your location, you may have the following rights:

- **Access:** Request access to personal information we hold about you
- **Deletion:** Request deletion of your personal information
- **Correction:** Request correction of inaccurate information
- **Portability:** Request a copy of your data for transfer to another party
- **Restriction:** Request limitation of data processing
- **Withdrawal of Consent:** Withdraw consent for data processing where applicable

To exercise these rights, contact us at the details below. We will verify your identity before responding to your request.

Complaints

If you have concerns about our data practices, contact us at the details below. You may also lodge a complaint with your local data protection authority.

International Users

We may transfer your personal information to countries outside your location, including the United States. We rely on recognised transfer mechanisms, such as standard contractual clauses, to ensure adequate protection of your data.

Contact

If you have any questions, or require further information, please contact us:

- **Email:** info@naresprings.co.uk