Privacy Policy

Here at The Little Bamboo Company Limited we are committed to ensuring that the privacy of our visitors and users is protected, and we ensure that this personal information is used properly in compliance with data privacy laws. Our Privacy Policy aims to provide our customers with information about how we collect and process personal data when using our website or app.

It is important to us that you fully understand who we are, how you can contact us, the personal data we process, how we use it, who we share it with, how long we keep it for and the choices you have to exercise your legal rights. This Privacy Policy is not intended to override the terms of any contract you have with us, nor any rights you might have under applicable data privacy laws.

We strongly advice you read this policy and fully understand our practices in relation to your personal information, before you use our website, purchase goods or access any of our services. By accessing or using; our website, any of our services or purchasing goods, you acknowledge that you have read and understood this Privacy Policy and consent to your personal information and data being collected, used and stored in the manner set out below. If having read and understood our Privacy Policy you remain opposed to our practices, you must immediately leave our website or app and if you require any further information please contact us at [little\_bamboo\_co@aol.com](mailto:little_bamboo_co@aol.com).

Who We Are:

The Little Bamboo Company Limited is a company registered in England and Wales (company number 12269623). Our company address is [83 Willington Road, Cople, Bedfordshire, MK443TL](https://eur04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.google.com%2Fmaps%2Fsearch%2F83%2BWillington%2BRoad%2C%2BCople%2C%2BBedfordshire%2C%2BMK443TL%3Fentry%3Dgmail%26source%3Dg&data=02%7C01%7C%7C9de00e7e98a244c14dde08d75c5df9d4%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637079430994040179&sdata=bijOUcFwTDazlPCUtB3DxCWcMkskXSgeADLCGjZmxg8%3D&reserved=0).

The Personal Data We Process, Consent and Disclosure:

What information can be collected; Personal information (which could be used to uniquely identify an individual) and Non-personal information (which is non-identifying). We collect such information regarding our users and visitors, our user’s users, and anyone else who may provide it to us.

We receive, collect and store information when you visit our website or app. We will collect certain personal data from you such as your name, address and email address. We will also collect the Internet protocol (IP) address used to connect your computer to the Internet; login; email 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 debit/credit card information), comments, feedback, product reviews, recommendations, and personal profile.

When you use our services or provide us with personal information; such as, to fill out a form, subscribe to our newsletter or services, register on our site, or to complete a purchase/transaction, which would include your name, address, age/date of birth, for age verification (for age restricted items), contact number, email address or payment details, we imply that you consent to our collecting, storing and using it for that specific reason.

Reasons why information might be obtained:

* Name and address – to deliver items purchased from The Little Bamboo Company Limited.
* Date of birth – for age verification if applicable to the goods sold.
* Contact details – to facilitate contact with purchaser until order/delivery of items is fully completed.
* Email address – to facilitate contact with purchaser and to send receipt of purchase to.
* Payment details – to complete purchase of selected items.

If you withdraw your consent for the holding of any personal information, the continued collection storage or use or require disclosure of your personal information held by us, please make contact with us at [little\_bamboo\_co@aol.com](mailto:little_bamboo_co@aol.com).

We may disclose your personal information if we are required to do so by law or if you breach our Terms of Service (Terms and Conditions).

Why we collect Non-personal and Personal Information:

* To provide and operate the services;
* To provide our Users with ongoing customer assistance and technical support (your information helps us to more effectively respond to your customer service requests and support needs);
* To personalise your experience (your information helps us to better respond to your individual needs);
* To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you);
* To be able to contact our Visitors and Users with general or personalised 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.

Google, as a third-party vendor, uses cookies to serve ads on our site. Google’s use of the DART cookie enables it to serve ads to users based on their visit to our sites and other sites on the Internet. Users may opt out of the use of the DART cookie by visiting the Google Ad and Consent Network Privacy Policy.

How we keep your Data Secure:

We implement a variety of security measures to maintain the safety of your 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.

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 by 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.

* Payment details made this way are not provided to or stored by The Little Bamboo Company Limited, and all responsibility for the security of this information is that of the provider (payment gateways offered by Wix.com). For further information please see the providers terms and conditions and privacy policy for how they manage your personal information.
* If any payments are made directly to The Little Bamboo Company Limited, then your purchase transaction data is only stored for as long as necessary to complete the purchase transaction and then this information is deleted.

Our site contains links to other sites, such as our social media links and we are not responsible for the privacy practices of other sites and advice you read their terms and conditions and privacy policy carefully.

We do not sell, trade or otherwise transfer to outside parties, your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, protect ours or other’s rights, property or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

How we use of cookies and other tracking tools:

Cookies are small pieces of data stored on a site visitor’s browser that enables the sites or service providers to recognise your browser and capture and remember certain information, typically used to keep track of the settings users have selected and actions they have taken on a site.

We use cookies to understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so we can offer better site experiences and tools in the future.

* To provide a great experience for your visitors and customers;
* To identify registered members;
* To monitor and analyse the performance, operation and effectiveness of our website and Wix’s platform.
* To ensure the platform is secure and safe to use.

**Types of Cookies**

Cookies can be classified according to their type, duration and category.

**Type:**

**First-party cookies:** Cookies that Wix places on our website.

**Third-party cookies:** Cookies that are placed and used by third parties.

**Duration:**

**Session (transient) cookies:** These cookies are erased when site visitors close their browsers and are not used to collect information from their computers. They typically store information in the form of a session identification that does not personally identify the user.

**Persistent (permanent or stored) cookies:** These cookies are stored on a site visitor's hard drive until they expire (at a set expiration date) or until they are deleted. These cookies are used to collect identifying information about the user, such as web surfing behavior or user preferences for a specific site.

**Category:**

**Strictly necessary cookies:** These are the cookies that let your visitors browse through our website. They are also necessary for security reasons.

**Functional cookies:** These cookies "remember" registered visitors/customers in order to improve their user experience.

Take a look at the table below to see which cookies are placed on Wix sites:

**First-Party Cookies**

| **Strictly Necessary** |  |  |
| --- | --- | --- |
| **Cookie name** | **Duration** | **Purpose** |
| ForceFlashSite | Session | When viewing a mobile site (old mobile under m.domain.com) it will force the server to display the non-mobile version and avoid redirecting to the mobile site |
| hs | Session | Security |
| smSession | Persistent (Two days or two weeks) | Identifies logged in site members |
| XSRF-TOKEN | Session | Security |
| **Functionality** |  |  |
| **Cookie name** | **Duration** | **Purpose** |
| svSession | Persistent (Two years) | Identifies unique visitors and tracks a visitor’s sessions on a site |
| SSR-caching | Session | Indicates how a site was rendered. |
| smSession | Persistent (Two weeks) | Identifies logged in site members |

This may not be a full list of all cookies used on our site and if you require further information or exact details of all cookies used on our website or app please contact us at [little\_bamboo\_co@aol.com](mailto:little_bamboo_co@aol.com).

It is important to note that third-party services, such as Google Analytics or other applications offered through the Wix App Market, placing cookies or utilising other tracking technologies through Wix’s services, may have their own policies regarding how they collect and store information. As these are external services, such practices are not covered by this Privacy Policy or that of Wix and they will have to be contacted by you directly if you require further information.

If you require further information on cookies please review sources of information, such as, All About Cookies. This will also assist you with information on how to change your browser settings to stop accepting cookies. If cookies are disabled, this may prevent you from accessing some parts of the website. You can check what cookies are used by each business solution, third-party app or third-party integration using Chrome’s build-in cookie view. While in incognito mode, click the Secure icon next to the URL bar and then select Cookies.

The following links explain how to access cookie settings in various browsers:

[Cookie settings in Firefox](http://support.mozilla.com/en-US/kb/Enabling%20and%20disabling%20cookies)

[Cookie settings in Internet Explorer](https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies)

[Cookie settings in Google Chrome](http://www.google.com/support/chrome/bin/answer.py?answer=95647)

[Cookie settings in Safari (OS X)](http://support.apple.com/kb/PH17191?viewlocale=en_US&locale=en_US)

[Cookie settings in Safari (iOS)](https://support.apple.com/en-us/HT201265)

[Cookie settings in Android](https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DAndroid&hl=en&oco=0)

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

How to Contact us and how we communicate:

If you wish to contact us, access, correct, amend or delete any personal information we have about you, you are invited to contact us at [little\_bamboo\_co@aol.com](mailto:little_bamboo_co@aol.com).

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 opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User agreement (Terms and Conditions), applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text message, and postal mail.

How to make a complaint:

If you wish to make a complaint, withdraw your consent for the holding of any personal information, the continued collection, storage or use, or require disclosure of your personal information held by us please make contact with us at [little\_bamboo\_co@aol.com](mailto:little_bamboo_co@aol.com).

Changes to our Privacy Policy:

We reserve the right to change or modify this Privacy Policy at any time, so please review it frequently. Changes and clarifications to our Privacy Policy will be updated on our website ([www.thelittlebamboocompany.com](https://eur04.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.thelittlebamboocompany.com&data=02%7C01%7C%7C9de00e7e98a244c14dde08d75c5df9d4%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637079430994040179&sdata=5ALoPrX3n6UegCKlUgJqBj5Eo6WiU7KCtMOlNik5mv8%3D&reserved=0)) and will take effect immediately upon 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.

Online Privacy Policy Only:

This online Privacy Policy applies only to information collected through our website and not to information collected offline.

Your Consent:

By using our site, you consent to our online Privacy Policy.

Terms and Conditions:

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website. There is a link to this on our website.