

Oak and Wildflower – Privacy Policy

This Privacy Policy agreement has been created to clarify for you what personal information we collect and record through the “Oak and Wildflower” website (www.oakandwildflower.com) and how we use and store it.

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 “Oak and Wildflower”. This policy is not applicable to any information collected offline or via channels other than this website.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us at the email address listed at the bottom of this policy.

Consent:

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

Governing Laws & Regulations:

This policy is governed by the EU General Data Protection Regulation. You can view the entire regulation and your rights within, here: <https://gdpr-info.eu/>. More details on your rights under GDPR are below.

Collection of Your Information:

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we may collect the Internet protocol (IP) address used to connect your computer to the Internet. 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.

When booking services through this website, we also may collect personally identifiable information (including name, email, phone number); payment details (including credit card information or bank account details), comments, feedback, product reviews, recommendations, and medical or dietary requirements.

How We Collect Personal Information:

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

Why and How we use your Personal Information:

We collect such Non-personal and Personal Information for the following purposes:

- To provide, operate and maintain our Website and Services;
- To provide our Users with ongoing customer assistance and technical support;
- 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 may use to improve our respective services;
- To perform risk assessments for our events and maintain your safety at our events.
- To comply with our insurance provider's requirements
- To comply with any applicable laws and regulations.

How Your Data is Stored:

Our website 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 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.

We may store your personal data (such as your name, email, phone number, emergency contact details) in a password protected file on a personal laptop belonging to the website owner.

Sharing of Your Data

We agree not to share your personal data with any third parties, unless you provide us with written or verbal consent to do so.

Communicating with Site Visitors

We may contact you to notify you regarding your purchase, to update you with booked event details, 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, or any agreement we may have with you. For these purposes we may contact you via email, telephone, or text messages.

Withdrawing Your Consent

If you don't want us to process your data anymore, or wish to no longer receive promotional communications, please contact us at stef@oakandwildflower.com.

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.

GDPR Rights:

We would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.

The right to erasure – You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request for any of the above, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at the email below.

Questions & Contact Details

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at stef@oakandwildflower.com.