

## PRIVACY AND COOKIES POLICY

1<sup>st</sup> August 2017

### **1. Who are we?**

1.1 We are MLJ Support Services Limited trading as “Mindful Life Journeys” and “Magical Light Journeys”. You can contact us at hello@mindfullifejourneys.com. Other contact details are on our website.

### **2. What’s the point of this policy?**

2.1 It tells you what to expect when we collect your personal information. Please only use our service if you are completely happy with this policy.

2.2 Generally, the policy covers only information provided to us. If you give personal information to other people, such as payment providers or other websites, please check their privacy policies.

### **3. Might the policy change?**

3.1 Yes. Please check whenever you visit our website. We will assume you agree to the new version of the policy if you use the site after its effective date.

### **4. Why do we need the information?**

4.1 To provide you with our goods or services in line with our contract with you and/or for other purposes (such as marketing) if you agree.

### **5. What do we collect?**

5.1 Information which you give us via forms - such as your name and contact details - or when you communicate with us in some other way.

5.2 Automated information such as the internet protocol (IP) address used to connect your device to the internet, connection information such as browser type and version, information about your device including device-type and device identifier, operating system and platform, mobile network data, a unique reference number linked to the data you enter on our system, login details, clickstream data, details of your activity with date / time stamps including pages you visited and your searches / transactions.

5.3 If you log in via Facebook: Your name, profile photo and email address taken from your Facebook profile, provided allowed by your Facebook preferences.

### **6. What about cookies?**

6.1 We and/or third parties use cookies and other tracking technologies on our website. A cookie is an identifier (a small file of letters and numbers) that is sent to your computer. Our website’s functionality will be limited if you configure your browser to reject cookies.

6.2 Cookies are widely used to make websites work, or work more efficiently, as well as to provide information to the website owner or others. Session cookies are temporary cookies that remain in the cookie file of your browser only until your browser is closed.

They allow websites to link your actions during a browser session. Persistent cookies stay in the cookie file of your browser for longer (how long will depend on the lifetime of the specific cookie). For further information on cookies, including how to use your browser to block them and how to delete cookies already stored on your device, visit: [www.allaboutcookies.org](http://www.allaboutcookies.org).

6.3 The following kinds of cookies may be used on this website:

- a) **Session cookies:** These enable us to keep track of your movement from page to page and store your selections so you do not get asked repeatedly for the same information. They allow you to proceed through many pages of the site quickly and easily without having to authenticate or reprocess each new area you visit. For example, a session cookie remembers your shopping cart selection so you will have the items you selected when you are ready to check out.
- b) **Google cookies:** Persistent cookies (up to four years we believe) are set in connection with the following Google services on our site and these cookies may involve certain non-personally identifying information being sent to Google:
  - i) **Google Analytics ("GA"):** We use cookies to recognise and count the number of website visitors as well as providing other information about the visit such as duration, route through the website and what sites the visitor came from. This information helps us to improve the way our website works, for example by making sure users find what they need easily. You can specifically opt out of GA [here](#). See below for other opt out routes.
  - ii) **GA Advertising Features:** We may use the following GA Advertising Features: Remarketing with GA / Google Display Network Impression Reporting / GA Demographics and Interest Reporting / Integrated services that require GA to collect data via advertising cookies and anonymous identifiers. These features involve GA collecting data via Google or other advertising cookies including for display of ads which may be of interest based on your visits to this and other sites. You can specifically opt out of GA [here](#). You can opt of GA Advertising Features at [www.networkadvertising.org/choices](http://www.networkadvertising.org/choices). See below for other opt out routes.  
**More information and opt out:** Click [here](#) for Google's privacy policy and [here](#) for more information about the kinds of cookies placed by Google. Click [here](#) for information about how Google uses data from its partners' sites or apps as well as different ways to opt out of Google cookies.
- c) **Wordpress cookies:** Wordpress places persistent cookies (up to one year) to verify details of your logged-in status, to customize your view of our interfaces and to avoid visitors who make repeat comments having to re-enter their details. Click [here](#) for more information.
- d) **Social media cookies:** We may use various social media and other third party features on our website including [like](#) button from [Facebook](#), follow button

from [Twitter](#)), [Plus +1](#) button from [Google](#), Pin It button from [Pinterest](#), share / follow button from [LinkedIn](#), embed button from [YouTube](#), These features may involve the relevant companies using cookies or linking your visit with cookies previously placed by them on your computer in order for them to collect information relating to your visit to our website or your interaction with their services or otherwise. Click the links shown above for further information about the specific features and those companies' cookie / privacy practices generally as well as to opt out where this is possible.

- e) **Woocommerce cookies:** Woocommerce, our shopping cart provider, uses persistent cookies (up to one year) to keep track of cart contents. Click [here](#) for more information.
  - f) **Paypal cookies:** Paypal uses persistent cookies (up to one year) on our website. Click [here](#) to see Paypal's cookies policy.
  - g) **Stripe cookies:** Our payment provider Stripe places persistent cookies (up to one year) if you select the "remember me" option when using the Stripe payment service. Click [here](#) (clause 2) for more information.
  - h) **Third party log-in cookies:** If you log in through a third party website, that website will place its own cookies on your computer. For more information, please visit the relevant pages on third party sites as follows: [Facebook](#).
  - i) **Divi Editor cookies:** These are third party persistent cookies (up to one year) which make it possible to edit the design of the site.
  - j) **Cookie-warning cookie:** This cookie takes note of whether you are happy to accept cookies on this website based on your response to the message which appeared when you first visited the website. This persistent cookie will remember your preference for up to 365 days.
- 6.4 By continuing to use our website, having seen our cookie notice, we assume that you consent to use of the cookies outlined above.

## 7. What do we do with personal information?

- 7.1 Provide our service, e.g. send service messages, process payments, fulfil orders.
- 7.2 Send you marketing messages, if you have given permission. You can withdraw permission at any time as explained on our service or by emailing us at the above email address.
- 7.3 Use it to recognise you when you visit or return to our service to track anonymised traffic and usage patterns, prevent or detect fraud or abuses and help us improve our service.

7.4 If you buy a gift and give us the recipient's name and contact details, we will use this information to send them the gift. We will delete these details unless the recipient signs up to our service within a reasonable period.

## **8. How long do we keep it?**

8.1 Generally, for six years after your account is closed - to help deal with any disputes. That timeframe may vary if we are legally required to keep information for a particular period. We will keep your information which we use for marketing until you tell us that you no longer wish to receive marketing messages.

## **9. To whom do we send or make available your personal information?**

9.1 To other people who supply us with a service, e.g. couriers (to enable delivery of goods), e-commerce platform providers, website hosts, content delivery networks and businesses which help us send communications or monitor our website.

9.2 To Mailchimp, who we use to send emails. Please see their [privacy policy](#) for more information.

9.3 To other users of our service, if you use the information in a blog comment or other public action on our service.

9.4 To the relevant authorities or complainants, if we think the personal information breaches our terms and conditions, or it is necessary to protect us or others, or that a criminal act may have been committed, or we are required to do so by law or appropriate authority.

9.5 To potential buyers so far as reasonably necessary, in the case of an actual or proposed (including negotiations for a) sale or merger or business combination involving all or the relevant part of our business.

## **10. What happens to your payment details?**

10.1 These go direct to our payment partners. We do not receive such information. To ensure your details are not being used without consent, our payment partners may send your personal information to relevant third parties including credit reference and fraud prevention agencies, who may keep a record of that information.

## **11. Do we send your information outside the European Union?**

11.1 Your personal information which we collect is stored on servers located within the EU and is not transferred to any third countries – except when your email address is provided to Mailchimp, in which case your personal information will be stored on US servers. Mailchimp is a member of Privacy Shield framework and as such, the following safeguards apply to data transferred from the UK <https://www.privacyshield.gov/US-Businesses> further information on how Mailchimp secures data can be found at <https://mailchimp.com/about/security/>

**12. What rights do you have?**

- 12.1 To ask us for access to your personal information, to rectify it if there are mistakes, to delete or restrict or object to its use in certain circumstances or to “data portability”. (Some of these rights may not yet have come into effect.)
- 12.2 If you have a complaint about how we are dealing with your personal information, please contact us via the email address above. If you are not happy with our response or think we are not handling your personal information in accordance with the law, you can complain to the Information Commissioner’s Office (ICO).
- 12.3 For more information about your rights, visit the ICO’s website: [www.ico.org.uk](http://www.ico.org.uk).