

Privacy Policy

This Privacy Policy has been compiled to help you understand how we collect, use and protect the personal information you provide to us so you can make informed decisions when using our site. By using the Site, you agree to the collection and use of information in accordance with this policy.

What is considered Personal Information?

'Personal Information' is information that can be used on its own or with other information to identify or contact a single person, or to identify an individual in context which includes information such as your name, address, email address, geographic location, purchase history, gender, credit card information and browsing habits on our site.

What information do we collect?

We collect information from you when you register on the site, place an order, enter a contest or challenge, respond to a survey or in communications such as e-mail or participate in another site feature. When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information.

You may also visit our site anonymously.

We collect information about gift recipients so that we can fulfill the gift purchase.

Like many websites, we use cookies to enhance your experience and gather information about visitors and visits to our websites.

Children Online Privacy Protection Act (COPPA)

When it comes to the collection of personal information from children under 13, the Children's Online Privacy Protection Act (COPPA) puts parents in control. We do not intentionally gather personal information from visitors who are under the age of 13. If a

child under 13 submits personal information to our site and we learn that the personal information is the information of a child under 13, we will take necessary measures to delete the information as soon as possible.

How so we use your information?

To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested.

To improve our website to better serve you.

To allow us to better service you in responding to your customer service requests.

To quickly process transactions

To administer a contest, promotion, survey or other site feature.

To send periodic emails regarding your order or other products and services.

To follow up with you following customer service correspondence (live chat, email or phone inquiries)

If you have opted-in to receive our email newsletter, free challenges, or a free ebook, we will send you educational and marketing emails.

If you would no longer like to receive promotional email from us, please refer to the “How can you opt-out, remove or modify information you have provided to us?” section below

Information that may used for these purposes includes the following...

Customer Data that includes data relating to any purchases of goods and/or services such as your name, title, billing address, delivery address email address, phone number, contact details, purchase details and your card details. We process this data to supply the goods and/or services you have purchased and to keep records of such transactions.

User Data that includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services. We process this data to operate our website and ensure relevant

content is provided to you, to ensure the security of our website, to maintain back-ups of our website and/or databases and to enable publication and administration of our website, other online services and business.

Communication Data that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defence of legal claims.

Technical Data that includes data about your use of our website and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyse your use of our website and other online services, to administer and protect our business and website, to deliver relevant website content and advertisements to you and to understand the effectiveness of our advertising.

Marketing Data that includes data about your preferences in receiving marketing from us and our third parties and your communication preferences. We process this data to enable you to partake in our promotions such as sales offers, affiliate offers, free contests with giveaways, to deliver relevant website content and advertisements to you and measure or understand the effectiveness of this advertising.

We may use Customer Data, User Data, Communication Data, Technical Data and Marketing Data to deliver relevant website content and advertisements to you and to measure or understand the effectiveness of the advertising we serve you.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.

Do we disclose the information we collect to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described in the next section on Disclosures. We may share your personal information with Service providers who provide IT and system administration services, Professional advisers including lawyers, bankers, auditors and insurers, Government bodies that require us to report processing activities. Non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses that support the running and growth of SoulSpark.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

Certain Disclosures

We may disclose your personal information if required to do so by law or subpoena or if we believe that such action is necessary to:

1. conform to the law or comply with legal process served on us or affiliated parties;
2. protect and defend our rights and property, our site, the users of our site, and/or our affiliated parties; and/or

3. act under circumstances to protect the safety of users of our site, us, or third parties.

Sensitive Data

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

Marketing Communications

Our lawful ground of processing your personal data to send you marketing communications is either your consent or our legitimate interests (namely to grow our business).

Under the Privacy and Electronic Communications Regulations, we may send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. Under these regulations, if you are a limited company, we may send you marketing emails without your consent. However you can still opt out of receiving marketing emails from us at any time.

You can ask us or third parties to stop sending you marketing messages at any time simply by unsubscribing from emails via the unsubscribe button which can be found at the bottom of each email or by sending support@soulsparksisterhood.com an email with your request to stop receiving emails.

Please note: due to email production schedules you may receive any emails already in production; and we may maintain information about an individual sales transaction in order to service that transaction and for record keeping.

If you opt out of receiving marketing communications this opt-out does not apply to personal data provided as a result of other transactions, such as purchases, warranty registrations etc.

How can you opt-out, remove or modify information you have provided to us?

To modify your email subscriptions, you can find an unsubscribe link at the bottom of each email. Please note that due to email production schedules you may receive any emails already in production. Please note that we may maintain information about an individual sales transaction in order to service that transaction and for record keeping.

Notice of New Services and Changes

Occasionally, we may also use the information we collect to notify you about important changes to this website, new services, and special offers we think you will find valuable. You will be given the opportunity to notify us of your desire not to receive these offers by clicking the unsubscribe link contained in each such email.

What Are Cookies?

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites.

How Do We Use Information We Collect from Cookies?

As you use this website, the site uses its cookies to differentiate you from other users. In some cases, we also use cookies to prevent you from seeing unnecessary advertisements or requiring you to log in more than is necessary for security. Cookies, in conjunction with our web server's log files, allow us to calculate the aggregate number of people visiting this site and which parts of the site are most popular. This helps us gather feedback to continuously improve this site and better serve our users. Cookies do not allow us to gather personal information about you. If you prefer to opt out of cookies, find and select the settings tab of your internet browser and click "block third party cookies and site data" or de-select the "accept cookies" box.

Ordering products on our site

We will request information from you on our order forms for purchase of products. To buy from us, you must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

Third party links

In an attempt to provide you with increased value, we may include third party links on our site. These linked sites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

In some instances, we may receive an affiliate payment should you choose to purchase a product from a third party site. These payments are referral based and do not result in

a higher cost to you but rather a small percentage of the profits to the third party company is paid to us in exchange for the referral through our site.

Changes to our Policy

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on May 1, 2019.

Online Privacy Policy

This privacy policy refers only to information collected through our websites, and does not apply to information collected in person at events, coaching calls or social media.

Your Consent

In using our site, you agree to our privacy policy.

Questions and feedback

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue via email at: support@soulsparksisterhood.com

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