



# Privacy Policy

We respect your personal information and comply with our obligations under the New Zealand Privacy Act 2020 with regard to the collection, use and handling of your personal information. Our Privacy Policy explains how we do this.

Any reference to “**Sensory Haven 4 Kids**”, “**we**” or “**Us**” in this Policy refers to Sensory Haven 4 Kids which is the company that collects and handles your information.

## **Information Sensory Haven 4 Kids collects:**

Sensory Haven 4 Kids receive, collect and store any information customers enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail 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 credit card information), comments, feedback, product reviews, recommendations, and personal profile.

## **How do we collect this information?**

When customers send us a message through Facebook or a message through a contact form, or you purchase a product online this information is collected. Also, when you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

## **Why we collect such personal information?:**

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

1. To provide and operate our online business;
2. To provide our Users with ongoing customer support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which Sensory Haven 4 Kids may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations;
6. For shipping purposes.

## **How do we store, use, share and disclose your personal information?**

Sensory Haven 4 Kids 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 and Layby. This helps to ensure the secure handling of credit card information by our store and its service providers.

### **What happens when we no longer need your personal information?**

We only keep your personal information for as long as we require it for our business operations or as set out in this policy. We may also be required to keep some of your personal information for certain periods of time under relevant law. When we no longer require your personal information, we'll ensure that it is safely and securely destroyed or de-identified.

### **How do we communicate with our customers?**

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

### **Questions and your personal information**

If you would like to: access, correct, amend or delete any personal information we have about you, please contact us at [sensoryhaven4kids@gmail.com](mailto:sensoryhaven4kids@gmail.com). How can our customers withdraw their consent? If you don't want us to process your data anymore, please contact us at [sensoryhaven4kids@gmail.com](mailto:sensoryhaven4kids@gmail.com). Please note, requesting us to no longer process your data may affect your ability to purchase and communicate with us.

### **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.

### **Privacy complaints**

If we become aware of any concerns or problems regarding our privacy practices, we will act immediately to address and remediate any concerns. If you make a complaint with us regarding this policy and it is unresolved, you may refer this matter to the Office of the Privacy Commissioner on the details below:

The Office of the Privacy Commissioner  
PO Box 10094 The Terrace Wellington 6143 New Zealand  
Phone: 04 474 7590  
Website: [www.privacy.org.nz](http://www.privacy.org.nz)