

Privacy policy

This Privacy Policy describes how www.intuitivegoods.com (the “Site” or “We”) collects, uses, and discloses your Personal Information when you visit the Site.

Collecting Personal Information

When you visit the Site, certain information about your device and your interaction with the Site is collected. We may also collect additional information if you contact us for customer support. In this Privacy Policy, we refer to any information that can uniquely identify an individual (including the information below) as “Personal Information”. See the list below for more information about what Personal Information we collect and why.

Device information

- **Examples of Personal Information collected:** version of web browser, IP address, time zone, cookie information, what pages you view, search terms, and how you interact with the Site.
- **Purpose of collection:** to load the Site accurately for you, and to perform analytics on Site usage to optimize our Site.
- **Source of collection:** Collected automatically when you access our Site using cookies, log files, web beacons, tags, or pixels.
- **Disclosure for a business purpose:** shared with our processor Wix.

Order information

- **Examples of Personal Information collected:** name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number.
- **Purpose of collection:** to provide products or services to you to fulfill our contract, to process your payment information, arrange for shipping, and provide you with invoices and/or order confirmations, communicate with you, screen our orders for potential risk or fraud, and when in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.
- **Source of collection:** collected from you.
- **Disclosure for a business purpose:** shared with our processor Wix.

Customer support information

- **Examples of Personal Information collected:** name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number.
- **Purpose of collection:** to provide customer support.
- **Source of collection:** collected from you.

Sharing Personal Information

We share your Personal Information with service providers to help us provide our services and fulfill our contracts with you, as described above. For example:

- We use Wix to power our online store. You can read more about how Wix uses your Personal Information here: <https://www.wix.com/about/privacy>
- We may share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

Behavioural Advertising

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For example:

- We use Google Analytics to help us understand how our customers use the Site. You can read more about how Google uses your Personal Information here: <https://policies.google.com/privacy?hl=en>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

You can opt out of targeted advertising by:

- FACEBOOK - <https://www.facebook.com/settings/?tab=ads>
- GOOGLE - <https://www.google.com/settings/ads/anonymous>
- BING - <https://advertise.bingads.microsoft.com/en-us/resources/policies/personalized-ads/>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

Using Personal Information

We use your personal Information to provide our services to you, which includes: keeping you up to date on new products, services, and offers, as well as shipping potential products you have purchased.

Lawful basis

Pursuant to the General Data Protection Regulation ("GDPR"), if you are a resident of the European Economic Area ("EEA"), we process your personal information under the following lawful bases:

- Your consent;
- The performance of the contract between you and the Site;
- Compliance with our legal obligations;
- To protect your vital interests;

- To perform a task carried out in the public interest;
- For our legitimate interests, which do not override your fundamental rights and freedoms.

Retention

When you subscribe to the newsletter on the Site, we will retain your Personal Information for our records unless and until you ask us to erase this information. For more information on your right of erasure, please see the ‘Your rights’ section below.

You may always unsubscribe to the E-mail newsletter within the E-mail, at the bottom of the page.

GDPR

If you are a resident of the EEA, you have the right to access the Personal Information we hold about you, to port it to a new service, and to ask that your Personal Information be corrected, updated, or erased. If you would like to exercise these rights, please contact us through the contact information below.

CCPA

If you are a resident of California, you have the right to access the Personal Information we hold about you (also known as the ‘Right to Know’), to port it to a new service, and to ask that your Personal Information be corrected, updated, or erased. If you would like to exercise these rights, please contact us through the contact information below.

If you would like to designate an authorized agent to submit these requests on your behalf, please contact us at the address below.

Cookies

A cookie is a small amount of information that’s downloaded to your computer or device when you visit our Site. We use a number of different cookies, including functional, performance, advertising, and social media or content cookies. Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and region selection). This means you don’t have to re-enter this information each time you return to the site or browse from one page to another. Cookies also provide information on how people use the website, for instance whether it’s their first time visiting or if they are a frequent visitor.

Below is a list of Cookies used through Wix, including their purpose, and the duration.

Cookie Name	Purpose	Duration
XSRF-TOKEN	Used for security reasons	Session
hs	Used for security reasons	Session
svSession	Used in connection with user login	12 months
SSR-caching	Used to indicate the system from which the site was rendered	1 minute
_wixCIDX	Used for system monitoring/debugging	3 months
_wix_browser_sess	Used for system monitoring/debugging	session
consent-policy	Used for cookie banner parameters	12 months
smSession	Used to identify logged in site members	Session
TS*	Used for security and anti-fraud reasons	Session
bSession	Used for system effectiveness measurement	30 minutes
fedops.logger.X	Used for stability/effectiveness measurement	12 months
wixLanguage	Used on multilingual websites to save user language preference	12 months

Chart taken directly from Wix : <https://support.wix.com/en/article/cookies-and-your-wix-site>

The length of time that a Cookie remains on your computer or mobile device depends on whether it is a “persistent” or “session” cookie. Session cookies last until you stop browsing and persistent cookies last until they expire or are deleted.

You can control and manage Cookies in various ways. Please keep in mind that removing or blocking Cookies can negatively impact your user experience and parts of our website may no longer be fully accessible.

Additionally, please note that blocking Cookies may not completely prevent how we share information with third parties such as potential advertising partners. To exercise your rights or opt-out of certain uses of your information by these parties, please follow the instructions in the “Behavioural Advertising” section above.

Do Not Track

Please note that because there is no consistent industry understanding of how to respond to “Do Not Track” signals, we do not alter our data collection and usage practices when we detect such a signal from your browser.

Changes

We may update this Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

Contact

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at [intuitivegoodsshop.com](mailto:info@intuitivegoodsshop.com)

Last updated: 8th of January, 2023

If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with the relevant or your local data protection authority.