

PRIVACY POLICY

Business name: Kya Naturalz

Website: www.kyanaturalz.co.uk

Contact email: kyanaturalz@gmail.com

Business address: 41 Maple Avenue, Runcorn, Cheshire, England, WA7 5LJ

What personal data we collect:

Depending on how you interact with our online store, we may collect and process the following data:

Identity data: Name, username or similar identifiers.

Contact data: Billing address, delivery address, email address and phone numbers.

Financial data: Payment details processed securely via Stipe/PayPal. We do not store your credit/debit card numbers.

Transaction data: Details about payments to and from you and other details of products you have purchased from us.

Technical data: IP address, browser type and version time zone setting on the devices you use to access our website.

How we use your data:

We will only use your personal data when the law allows us to. Most commonly, we will use your data in the following circumstances:

To process and deliver your orders.

To manage your payments and refunds.

To manage our relationship with you (e.g., notifying you of any changes to our privacy policy).

To send marketing communications (if you have opted in or purchased and not opted out).

Data security:

There are appropriate security measures in place to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way. Furthermore, we limit access to your personal data to those employees, agents, or contractors who have a business need to know.

Data retention:

We only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax or accounting requirements.(usually 7 years)

Your legal rights:

Under the UK data protection laws, you have rights including:

Right to access: You have the right to ask us for copies of your personal information.

The right to rectification: You have the right to ask us to correct information you think is inaccurate.

The right to erasure: You have the right to ask us to erase your personal information in certain circumstances.

The right to object: You have the right to object to processing of your personal data in certain circumstances.

To exercise any of these rights please contact us at kyanaturalz@gmail.com

Cookies and tracking technologies:

Our website uses cookies to distinguish you from other users. This helps us provide you with a good experience when you browse our store and allows us to improve our site.

Essential cookies: necessary for the website to function, such as keeping items in your shopping cart.

Analytical cookies: allow us to recognise and count visitors to see how they move around our site (e.g., google analytics).

Marketing cookies: used to track visitors across websites to deliver relevant engaging advertisements.

How to manage cookies:

You can set your browser to refuse all or some browser cookies, or alert you when websites set or access cookies, please note that some parts of this website may become inaccessible or not function properly.

Cookie consent banner: When you first visit our website, a cookie consent banner will appear.

Your choice: You can choose to accept all cookies, reject non-essential, or manage your preferences.

Prior consent: We will not drop non-essential cookies (such as marketing or analytical cookies) onto your device unless you actively click to consent.

Changing settings: You can withdraw your consent or change your cookie preferences at any time by clicking (cookie settings link in our website footer.

Chat Bot:

When you interact with the chat bot features, we may collect personal information that you voluntarily choose to provide. This includes, but not limited to, your name, email address, phone number and any text attachments contained in the chat conversation transcripts.

We utilise the information collected via chat bot to provide immediate customer support, process service requests, respond to business inquiries and improve our overall user experience.

“Our website chat functionalities are powered by GoDaddy Conversations (GoDaddy.com, LLC).

Any personal data captured during your chat session is securely stored and handled by GoDaddy as our third-party data processor.

This information may be processed in data stores located in the United States and is protected by industry-standard encryption and security controls.”

Chat transcripts and related contact data are retained only as long as necessary to fulfil customer support functions or comply with legal records retention.

You retain full rights to request, update, export, or deletion of your personal data collected through the chat services at any time by contacting directly.