



Privacy Policy

Updated January 2021 - Clare Luther, director and owner of Head 2 Heart Books, operates www.head2heartbooks.com (the 'Site'). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site. We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

We reserve the right to modify, alter, or otherwise update this policy at any time and users of the Site are encouraged to review this policy from time to time. Any changes to the Policy will be highlighted and the previous Policy will be available on request for at least three months after the change has come into effect.

Information Collection and Use

While using our Site, we may ask you to provide us with certain Personally Identifiable information that can be used to contact or identify you. Personally Identifiable information may include, but is not limited to your name, phone number, delivery address, location (country) and email address when you subscribe or place an order. You provide this information on a voluntary basis and data about you will be used for the purposes described at the time i.e. for the fulfilment of orders. We do not share your information with any third parties.

We are GDPR compliant and offer an 'opt-in' policy for all emails gathered. If you have subscribed to our mailing list we may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information. If, however, you wish to opt out of further use of your Data for any purpose please follow the unsubscribe link supplied at the bottom of all our email communications.

At any time you may object to the processing of your personal data, on legitimate grounds, except if otherwise permitted by applicable law.

Head 2 Heart Books aims to keep the Data it holds about you up to date and accurate. If at any time you want to verify, update or amend any Data we hold about you or if you become aware of possible errors or inaccuracies in that Data, please contact us info@head2heartbooks.com.

Customers can also complain to the ICO if they are unhappy with how we have used their data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

Security

The security of your Personal Information is important to Head 2 Heart Books, but no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. Please note that for security reasons we are unable to change the postal address after an order has been made.

To make the Site function properly, we sometimes place small data files on your computer, known as cookies. Most big websites or Internet service providers do this too. Cookies help the Site remember your settings preferences for how you want to visit the site on your computer to help avoid re-entering them whenever you come back to us. Head 2 Heart Books does not use cookies for any other purpose than those presented here and does not use them to collect any personal data for any other purpose.

Head 2 Heart Books uses **Wix** as the provider for their website and online sales and payments are received via the payment portal, **Stripe**.

Wix - The security of our users' financial transactions is extremely important to us at **Wix Payments** and we are 100% committed to protecting you, as well as your customers. For this reason, **Wix Payments** complies with the Payment Card Industry Data Security Standards (PCI DSS).

Stripe - **Stripe** is a PCI Service Provider Level 1, which is the highest grade of payment processing security.

Contact Us

If you have any questions about this our Deliveries and Returns, Terms and Conditions, or Privacy Policy please contact Head 2 Heart Books - info@head2heartbooks.com