



## **Beyond The Beige Privacy Policy**

Your privacy matters to me, and I want you to feel comfortable and confident when visiting my website or getting in touch. This policy explains, in simple terms, what information I collect, why I collect it, and how it's looked after.

### **What information do I collect?**

When you visit my website or contact me, I may collect some personal information. This can include:

- Your name
- Email address
- Telephone number
- Postal address (if relevant)

I may also collect basic technical information such as your IP address (the number that connects your device to the internet). This helps me understand how people use my website and keep it running smoothly.

### **How do I collect your information?**

I collect information when you:

- Fill in a contact form
- Book or purchase a service
- Sign up to emails or newsletters
- Get in touch by email, phone, or message

I only collect the information you choose to share with me, and I only use it for the reasons explained below.

### **Why do I collect personal information?**

I collect and use your information to:

- Provide my services and respond to enquiries
- Offer customer support and keep in touch about your booking or enquiry
- Send updates, newsletters, or information about events or services (only if you've agreed to this)
- Meet legal and regulatory requirements

I never collect more information than I need, and I don't use it for anything unexpected.

### **How is your information stored and kept safe?**

Beyond The Beige is hosted on the **Wix.com** platform. Wix provides the online system that allows me to offer services and manage bookings.

Your data may be stored through Wix's secure servers, databases, and applications. These are protected by security measures such as firewalls to help keep your information safe.

If you make a payment through the website, this is processed via Wix's approved payment providers. These follow **PCI-DSS security standards**, which are designed to protect card and payment information. I do not see or store your full card details at any time.

### **Do I share your information?**

I do **not** sell or trade your personal data.

Your information may be shared only when necessary, for example with:

- Wix and its trusted service providers
- Payment processors
- Email or website tools used to run the business

These providers are required to handle your data securely and in line with UK data protection laws.

### **How do I communicate with you?**

I may contact you to:

- Reply to enquiries
- Confirm bookings or services
- Share updates, newsletters, or events (if you've opted in)
- Deal with any issues related to services or legal requirements

This may be via email, telephone, text message, or post, depending on how you've contacted me and what's appropriate.

You can opt out of marketing emails at any time by clicking "unsubscribe" or by contacting me directly.

### **Cookies and tracking tools**

This website uses cookies, small files placed on your device, to help the site work properly and to understand how visitors use it.

Some third-party services used through Wix (such as Google Analytics or Wix apps) may also place cookies or use tracking tools. These services have their own privacy policies, which are separate from mine.

You can manage or disable cookies through your browser settings if you prefer.

### **Your rights and withdrawing consent**

Under UK data protection law, you have the right to:

- Ask what information I hold about you
- Request corrections to your data
- Ask for your data to be deleted
- Withdraw consent at any time

If you'd like me to stop using your data, or if you have any questions, just get in touch using the details below.

### **Changes to this privacy policy**

I may update this policy from time to time to keep it accurate and up to date. Any changes will be posted on this page and take effect straight away.

### **Contact details**

If you have any questions about this privacy policy or how your data is handled, you can contact me at: [lu@beyondthebeige.co.uk](mailto:lu@beyondthebeige.co.uk)