

# Privacy Policy for Ohana Wellness

Welcome to Ohana Wellness. This website is owned and operated by Ohana Wellness.

This Privacy Policy discloses the privacy practices for Ohana Wellness and various related services (together referred to as the “site”). Ohana Wellness, the provider of the site (referred to as “us” or “we”), is committed to protecting your privacy online. Please read the information below to learn the following regarding your use of this site.

You acknowledge that this Privacy Policy is part of Ohana Wellness’s site Terms of Service, and by accessing or using our site, you agree to be bound by all of its terms and conditions. If you do not agree to these terms, please do not access or use this site.

We reserve the right to change this Privacy Policy at any time. Such changes, modifications, additions or deletions shall be effective immediately upon notice thereof, which may be given by means including, but not limited to, issuing an e-mail to the e-mail address provided by booked users and posting the revised Policy on this page. You acknowledge and agree that it is your responsibility to maintain a valid e-mail address as a booked user, review this site and this Policy periodically and to be aware of any modifications. Your continued use of the site after such modifications will constitute your: (a) acknowledgment of the modified Policy; and (b) agreement to abide and be bound by the modified Policy.

This agreement is in effect as of February 10<sup>th</sup> 2018.

This privacy policy has been compiled to better serve those who are concerned with how their ‘Personally identifiable information’ (PII) is being used online. PII, as used in New Zealand privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

## **What personal information do we collect from the people that visit our blog, website or app?**

When booking on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, credit card information, and other personal information or details to help you with your experience.

## **When do we collect information?**

We collect information from you when you book on our site, place an order, subscribe to a newsletter, respond to a survey, fill out a form or enter information on our site.

## **How do we use your information?**

We may use the information we collect from you when you book, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize user's experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To administer a contest, promotion, survey or other site feature.
- To quickly process your transactions.
- To send periodic emails regarding your order or other products and services.

## **How do we protect visitor information?**

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

We use regular Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

## **Do we use 'cookies'?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

## **We use cookies to:**

- Help remember and process the items in the shopping cart.
- Understand and save user's preferences for future visits.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (for example Internet

Explorer, FireFox or Safari) settings. Each browser is a little different, so look at your browser's "Help" menu to learn the correct way to modify your cookies.

If you disable cookies, some features of the site will be disabled. It may affect the parts of your user experience that makes the site experience more efficient for you and some of our services may not function properly.

However, you can still place orders.

### **Third Party Disclosure**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect our or others' rights, property, or safety.

#### **Third-party services that we do utilize:**

- MailChimp

### **Third Party Links**

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **Contacting Us**

If you have any questions or comments about this, our Privacy Policy as outlined above, you can contact us using the information below.

By email at: [info@ohanawellness.co.nz](mailto:info@ohanawellness.co.nz)

Please use the subject line: Privacy Policy Support

Our physical offices are located at:  
The Herbal Dispensary, 822 Colombo Street, Christchurch

Last Edited on February 10<sup>th</sup> 2021.