

Privacy & Cookies Policy

What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile. We are registered with the Information Commissioner's Office as a UK company and hold a current certificate.

How do we collect information?

When you sign up to our newsletters or services or conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

How do we store, use, share and disclose your site visitors' personal information?

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers. We also use the Stripe payment platform and Google Analytics.

How do we communicate with our site visitors?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How do we use cookies and other tracking analytics tools?

If you don't want us to process your data anymore, please contact us.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and your contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at info@neuronwellness.com

What are cookies?

A cookie is a small file of letters and numbers that we store on your computer, smartphone or other device for accessing the internet, whenever you visit a website. Cookies contain information that is transferred to your computer's hard drive. The term 'cookies' can be used inter-changeably with other terms such as pixels, snippets which are all used to track individuals on our website.

We use Google Analytics on our website built on Wix.com and they use the following cookies for the following:

- Strictly essential cookies. These are cookies that are absolutely necessary for the website to function properly. This category only includes cookies that ensure basic functionalities and security features and do not store any personal information. The lawful basis for the use of these essential cookies is recorded as legitimate interests.
- Analytical/performance cookies. These cookies allow us to recognise and count the number of visitors and to see how visitors move around our website. This helps us to improve the way our website works; ensuring that users are able to find what they are looking for easily.

- Functional cookies. These are used to recognise you when you return to our Website. This enables us to personalise our content for you and remember your preferences (for example, your choice of language or region).
- Advertising cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our advertising and marketing campaigns more relevant to your interests. We may also share this information with third parties for this purpose.
- To find out more on cookies generally and about how to restrict or block the cookies this site uses, please visit www.aboutcookies.org.

Information about our use of cookies

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

Upon entry to our website, a cookie banner will be displayed asking for your consent to the use of cookies. We use this express consent as the lawful basis for the use of cookies in addition to those that are essential for basic website functionality.

Note: when using an incognito or private browsing session, your cookie preferences are unlikely to be remembered and you will likely be asked to provide your consent on your next visit to our website.

This information provides statistical data about our visitors browsing actions and patterns, and does not identify any individual. For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and to deliver a better and more personalised service.

In summary, the cookies we may use enable us:

- To estimate our general audience size and how they use our Website.
- To recognise you when you return to our Website.
- To store information about your preferences to allow us to customise our Website according to your particulars.
- Upon receiving your consent, we will also permit the Google Analytics service to collect cookies during the time you use our Website. In summary, these cookies will enable us to:
 - Track the first and last pages you visit and your total number of visits to the Website.
 - Track how long you spend on any page existing within our Website.
 - Track how long you have been visiting the Website.
 - Track how you came to access the Website including any keyword searches, search engine information or referrer.

Essential Cookies used on our website

Cookie Name	Purpose	Duration	
XSRF-TOKEN	Used for security reasons	Session	
hs	Used for security reasons	Session	
svSession	Used in connection with user login	2 years	
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.sessionId	Used for stability/effectiveness measurement	12 months	

Functional Cookie used on our website

wixLanguage	Used on multilingual websites to save user language preference	12 months	
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Managing cookies within your internet browser:

Managing cookies in Mozilla Firefox:

- In the browser, choose Firefox (or 'Tools' at the top of your browser window) and select Options
- Click the Privacy tab
- Check the box labelled 'Accept cookies from sites' to enable to cookies, or uncheck it to disable cookies
- Click OK

Managing cookies in Safari:

- From the Safari menu (Mac) or Edit menu (Windows), click Preferences
- From the Security dialog box > Accept Cookies, to enable cookies click to select 'Always', or click to select 'Never' to disable cookies.
- Click Close

Managing cookies in Google Chrome

- Click the 'wrench' icon
- Click Options
- Select the 'Under the Hood' tab
- Under 'Cookie Settings' select 'Allow all cookies' from the drop-down to enable cookies, or 'Block all cookies' to disable cookies.
- Click 'Close'