

## Our details

The data controller in respect of our website is Askern Spa ASC. For details of how to contact the data controller, please see our contact page.

## Your Personal Data

Here at Askern Spa ASC we take your privacy seriously and will only use your personal information to respond to any questions you may have and to provide the products and services you have requested from us. Your personal information will never be shared with third parties for marketing purposes and will not be used by us for marketing purposes without your explicit consent.

## Data Collected on This Website

### Contact form

When you contact us using our contact form, you will be voluntarily providing us with your personal information. The information you enter in the contact form is encrypted, as you can see from the padlock icon in the address bar of your browser, and is sent to us by email.

While we have implemented encryption to ensure secure transmission of your personal information, Internet-based data transmissions may in principle have security gaps, so absolute protection may not be guaranteed. For this reason, you are always welcome to contact us via alternative means, such as by telephone.

### Wix.com Ltd

To improve the reliability of sending email from our website to our mail server, we use Wix.co Ltd, whose servers are based in the USA and are participants in the EU-US Privacy Shield Framework. Wix will retain your IP address and all data included in your contact form messages in log files on their server. This data is retained only for the purposes of delivering the email and providing us with information should there be a problem with the delivery. It will not be shared with third parties for marketing purposes.

### Web server logs and security

When you visit this website, information about your device, operating system and browser, and your IP address are automatically saved in log files. This serves a number of purposes, including helping to keep the website secure and helping to diagnose any problems that might arise.

## Cookies

A cookie is a tiny data file that is used to store information. Most websites use cookies for a number of purposes, including providing essential functionality (e.g. a shopping cart), providing useful information about the way in which the website is being used (e.g. analytics), and many other functions such as enhanced security. By continuing to use this website, you accept that we use the following cookies:

### Google Analytics

We use Google Analytics to provide us with information about how our website is used, such as what countries our visitors are browsing from, and what pages are the most popular. The data gathered is anonymous and can not be used to identify individual users.

You may block the collection of the data generated by the cookie and the data related to your use of the website (incl. your IP address) to Google as well as the processing of this data by Google, by downloading and installing a browser plugin available from the following link:

## Google ReCAPTCHA

ReCAPTCHA is a service provided by Google that allows us to confirm that only real people and not spambots are able to submit our contact forms. When you tick the box that says “I’m not a robot”, Google place a cookie called NID in your browser, that communicates information such as what language your browser is set to, the date, how many mouse clicks you have made on the screen, and what other Google cookies you may have on your device.

## Cookie Script

When you click “ok” on our cookie consent popup banner, a cookie called ‘cookiescriptaccept’ is set so that you will not be asked to reconfirm your acceptance for a period of time.

We do not use cookies to gather personal data such as names or email addresses.

## How to control cookies

You can control and/or delete cookies as you wish – for details, You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionalities may not work.

## Your rights

In accordance with UK and European law under the General Data Protection Regulation (GDPR), you have numerous rights in regards to the personal data we hold about you, including:

- Right to confirmation – you have the right to know if we hold personal data that concerns you
- Right to access – you have the right to view and to obtain a copy of any personal data we hold that concerns you
- Right to rectification – you have the right to the correction of any inaccuracies within the personal data we hold that concerns you
- Right to erasure – you have the right to have your personal data removed from our systems

Should you wish to exercise any of these rights, please contact me using the [contact page](#) on this website.