

## "ADMIN-VANTAGE VIRTUAL ASSISTANCE (AVVA) PRIVACY POLICY"

*As of 25 May 2018, the EU will enforce the new GDPR (General Data Protection Directive) which affects all companies who process and store the personal data of people living in the European Union.*

### **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.*

### **How do we collect information?**

*When you 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 some or all of 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 our 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 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*

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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.

### **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 tools?**

Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of your movements and actions on a site.

In accordance with the GDPR, we must inform you that we are using cookies on our site.

Cookies are implemented in every site built by Wix. Take a look at the table below to view which cookies Wix implements on Wix sites:

<b>Cookie name</b>	<b>Life span</b>	<b>Purpose</b>
svSession	Permanent	Creates activities & BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nlbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

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### **Note:**

Wix business solutions (e.g. Wix Stores, Wix Restaurants, Wix Bookings, etc.) and third-party apps may use cookies that aren't listed in the table above. You can check which cookies are used on these platforms using Chrome's built-in cookie view. Just click Secure next to the URL bar and then click cookies.

### **How can you, as a visitor to our site, withdraw your consent?**

*If you do not want us to process your data anymore, please email us at [avva.canada@gmail.com](mailto:avva.canada@gmail.com).*

### **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 [avva.canada@gmail.com](mailto:avva.canada@gmail.com).*