

**The Literacy Tower
Privacy Policy
and General Data Protection Regulation (GDPR) 2018 Compliance**

18 May 2018



We respect the privacy of our site visitors and customers. The Literacy Tower **does not** collect, store, track or use any data from visitors to this site *unless* you have contacted us directly via email or other other means or asked us directly to provide services or goods. In these cases, we will *only* use the details you have provided to respond to your specific request.

What type of information does The Literacy Tower collect?

The Literacy Tower receives any information you enter on our website or provide us in any other way. We do not collect or store this information for any purpose except responding to your request.

As part of that process, your Internet protocol (IP) address used to connect your computer to the Internet; e-mail address; computer and connection information and purchase history may be received. The Literacy Tower does not store or use this data for any purposes except fulfilling your request. The Literacy Tower does not use software tools to measure or collect session information, such as page response times, length of visits to certain pages, page interaction information, or methods used to browse away from the page. Third-parties, such as our hosting provider, Wix.com, may collect this data however. If you purchase online from us, The Literacy Tower will collect personally identifiable information (including name, email, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile. This is only used by The Literacy Tower for the purposes of fulfilling your request and is not stored or used by The Literacy Tower in any other way.

How does The Literacy Tower 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 is used by The Literacy Tower for the specific reasons stated above only.

Why does The Literacy Tower collect such personal information?

The Literacy Tower collects such non-personal and personal information for the following purposes:

1. To provide and operate our services;
2. To provide our users with customer assistance;
3. To comply with any applicable laws and regulations.

How does The Literacy Tower store, use, share and disclose our site visitors' personal information?

The Literacy Tower does not store, use, share and disclose our site visitors' personal information apart from the reasons stated above.

Please Note:

Our website 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. Wix.com may store your data through their 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.

For information on how Wix handles our site visitors' data please review sections 8, 12, and 13 of Wix's Privacy Policy available at <https://www.wix.com/about/privacy>.

How does The Literacy Tower communicate with our site visitors?

We may contact you to notify you regarding your request, to troubleshoot problems with your request, to resolve a dispute, 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 does The Literacy Tower use cookies and other tracking tools?

The Literacy Tower itself does not use cookies or tracking tools for any purpose whatsoever. Our hosting platform, does, however use cookies to ensure a safe and secure online experience. The cookies used by Wix.com are:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and 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

How can The Literacy Tower's site visitors withdraw their consent?

If you don't want The Literacy Tower to process your data anymore, please contact us at: ausoffice@theliteracytower.com or send us mail to 1A Werona Street, Bentleigh, VIC 3204, Australia.

In accordance with the GDPR, site visitors have the right to access their data or "be forgotten" (to be permanently deleted from our databases). Contact us (as above) if you wish to do either.

Privacy policy updates

The Literacy Tower reserves 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 welcome to contact us at ausoffice@theliteracytower.com or send us mail to 1A Werona Street, Bentleigh, VIC 3204, Australia.