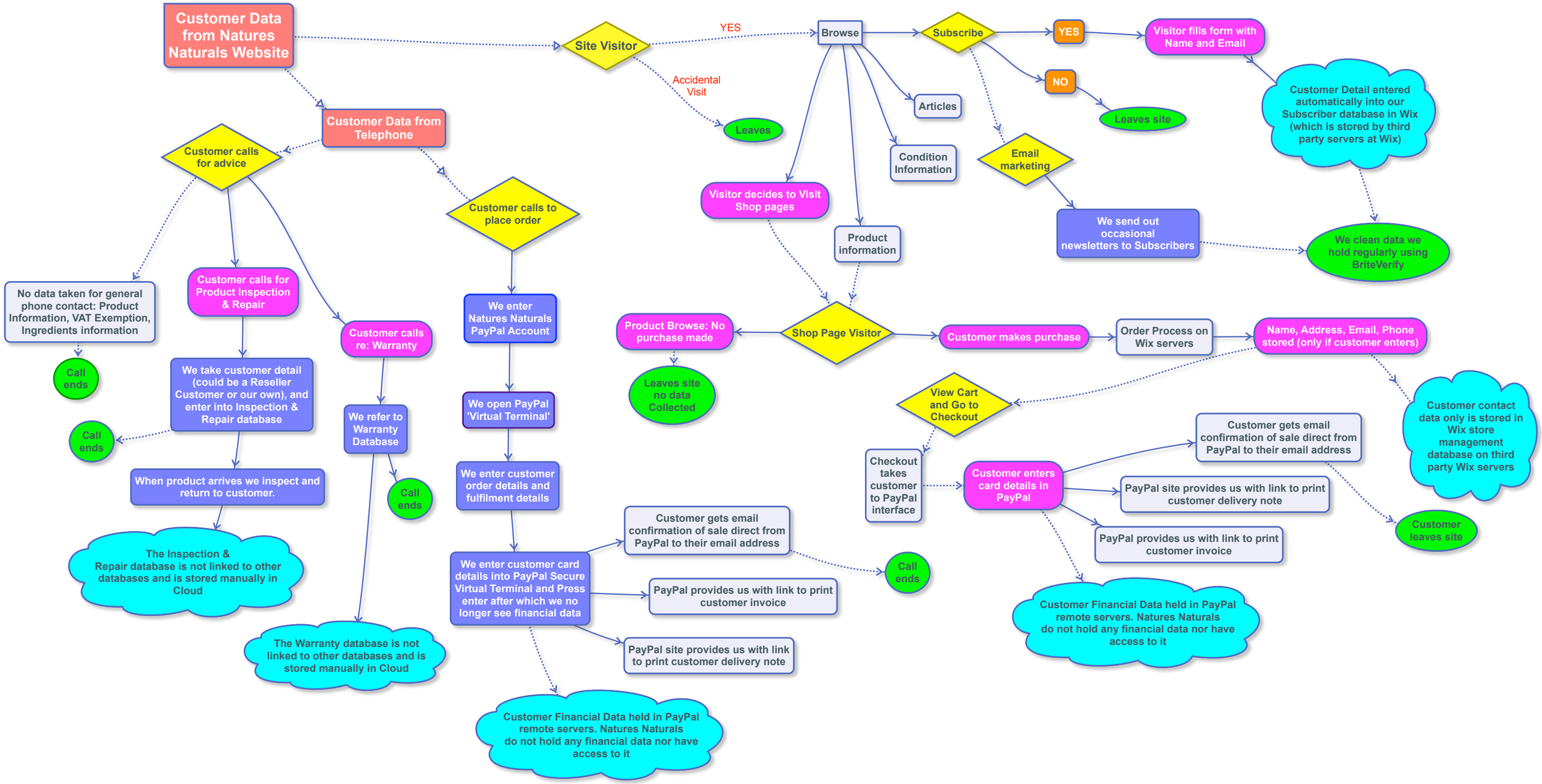
Customer Data from Natures Naturals Website
Site Visitor
YES
Accidental Visit
Leaves
Browse
Subscribe
YES
NO
Leaves site
Visitor fills form with Name and Email
Customer Detail entered automatically into our Subscriber database in Wix (which is stored by third party servers at Wix)
Articles
Condition Information
Email marketing
We send out occasional newsletters to Subscribers
We clean data we hold regularly using BriteVerify
Visitor decides to Visit Shop pages
Product information
Shop Page Visitor
Product Browse: No purchase made
Leaves site no data Collected
Customer makes purchase
Order Process on Wix servers
Name, Address, Email, Phone stored (only if customer enters)
Customer contact data only is stored in Wix store management database on third party Wix servers
Customer leaves site
View Cart and Go to Checkout
Checkout takes customer to PayPal interface
Customer enters card details in PayPal
Customer gets email confirmation of sale direct from PayPal to their email address
PayPal site provides us with link to print customer delivery note
PayPal provides us with link to print customer invoice
Customer Financial Data held in PayPal remote servers. Natures Naturals do not hold any financial data nor have access to it
Customer Data from Telephone
Customer calls for advice
Customer calls to place order
No data taken for general phone contact: Product Information, VAT Exemption, Ingredients information
Call ends
Customer calls for Product Inspection & Repair
We take customer detail (could be a Reseller Customer or our own), and enter into Inspection & Repair database
Call ends
When product arrives we inspect and return to customer.
The Inspection & Repair database is not linked to other databases and is stored manually in Cloud
Customer calls re: Warranty
We refer to Warranty Database
Call ends
The Warranty database is not linked to other databases and is stored manually in Cloud
We enter Natures Naturals PayPal Account
We open PayPal 'Virtual Terminal'
We enter customer order details and fulfilment details
We enter customer card details into PayPal Secure Virtual Terminal and Press enter after which we no longer see financial data
Customer gets email confirmation of sale direct from PayPal to their email address
Call ends
PayPal provides us with link to print customer invoice
PayPal site provides us with link to print customer delivery note
Customer Financial Data held in PayPal remote servers. Natures Naturals do not hold any financial data nor have access to it