

Privacy Policy

Last Updated: 5 August 2026

At **WixScents** ("we", "our", or "us"), we are committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 2020 (New Zealand)**. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, purchase our products, or interact with us online.

1. Who We Are

WixScents is a New Zealand-based business specialising in hand-poured soy wax candles and home fragrance products.

If you have any questions about this Privacy Policy or your personal information, please contact:

WixScents

Email: wixscents408@gmail.com

Website: <https://www.wixscents.co.nz>

2. Information We Collect

We may collect personal information including:

- Your name
- Email address
- Phone number
- Delivery and billing address
- Purchase history
- Payment information (processed securely by third-party payment providers)
- Information you provide through contact forms, email enquiries, competitions, surveys, or social media interactions
- Website usage information, such as IP address, browser type, device information, and pages visited

We only collect information that is necessary for our business activities and to provide our products and services.

3. How We Collect Information

We collect information when you:

- Place an order
- Subscribe to our email newsletter
- Contact us through our website or email
- Enter promotions or giveaways
- Follow or engage with us on social media
- Browse our website

Some information is collected automatically through cookies and analytics tools.

4. How We Use Your Information

We may use your personal information to:

- Process and fulfil orders
- Deliver products to you
- Communicate regarding purchases and customer enquiries
- Send marketing communications, newsletters, and special offers (where you have consented)
- Improve our website, products, and customer experience
- Conduct business administration and record keeping
- Meet legal and regulatory obligations

We will only use your information for the purpose for which it was collected or where otherwise permitted by law.

5. Marketing Communications

If you subscribe to our mailing list, we may send you emails about new products, promotions, and updates.

You can unsubscribe from marketing emails at any time by clicking the unsubscribe link included in our emails or by contacting us directly.

6. Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Improve website functionality
- Remember your preferences
- Analyse website traffic and visitor behaviour
- Support marketing and advertising activities

Cookies do not generally identify you personally, although in some cases they may be linked to personal information.

You can adjust your browser settings to decline cookies; however, some website features may not function properly.

7. Sharing Your Information

We do not sell your personal information.

We may share your information with trusted third parties where necessary, including:

- Payment processors
- Shipping and courier companies
- Website hosting providers
- Email marketing platforms
- Professional advisers and service providers

These providers are only permitted to use your information for authorised business purposes and are expected to protect it appropriately.

We may also disclose information where required or permitted by New Zealand law.

8. Storage and Security

We take reasonable steps to protect your personal information from loss, misuse, unauthorised access, disclosure, alteration, or destruction.

Information may be stored electronically by us or by trusted service providers, including providers located outside New Zealand.

Where information is transferred overseas, we take reasonable steps to ensure it receives appropriate protection.

9. Access and Correction

Under the Privacy Act 2020, you have the right to:

- Request access to personal information we hold about you
- Request correction of your personal information if it is inaccurate or incomplete

To make a request, please contact us using the details provided above.

We may require proof of identity before processing your request.

10. Retention of Information

We retain personal information only for as long as necessary to fulfil the purposes outlined in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce our agreements.

11. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. We encourage you to review their privacy policies before providing personal information.

12. Children's Privacy

Our products and services are not specifically directed at children under 13 years of age. We do not knowingly collect personal information from children without appropriate consent.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements.

Any updated version will be published on this website with a revised "Last Updated" date.

14. Privacy Complaints

If you believe we have breached your privacy, please contact us first so we can investigate and resolve your concerns.

If you are not satisfied with our response, you may contact the:

Office of the Privacy Commissioner

Website: <https://www.privacy.org.nz>

Phone: 0800 803 909