

WHO WE ARE

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from coucouloulou.com (the “Site”).

Who we are

Our website address is: <https://www.coucouloulou.com/>

Coucou Loulou

6 King Henry’s Yard

Barrett’s Grove

London N16 8XB

UK

Contact: hello@coucouloulou.com

WHAT PERSONAL DATA WE COLLECT AND WHY WE COLLECT IT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information.”

If you are a registered user of Coucou Loulou online, and have supplied your email address, Coucou Loulou may occasionally send you an email to tell you about new features, solicit your feedback, or just keep you up to date with our new courses. This is also the case if you have signed up to our Newsletter. We primarily use our social media for this type of information, and so we will keep the emails to a minimum. If you send us a request (ex: a support email), we reserve the right to publish it anonymously in order to help us respond and support other users.

COOKIES

If you visit our website, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

Coucou Loulou visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies. The website may not function well if you do this. By continuing to navigate our website without changing your cookie settings, you hereby acknowledge and agree to Coucou Loulou’s use of cookies.

Additionally when you make a purchase or attempt to make a purchase through the website, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers or PayPal information), email address, and phone number. We refer to this information as “Order Information.”

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

EMBEDDED CONTENT FROM OTHER WEBSITES

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Order Information that we collect generally to fulfill any orders placed through the website (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

Communicate with you;

Screen our orders for potential risk or fraud; and

When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

YOUR RIGHTS

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the website), or otherwise to pursue our legitimate business interests listed above.

DATA RETENTION

When you place an order through the website, we will maintain your Order Information for our records unless and until you ask us to delete this information.

DATA PROTECTION

It is Coucou Loulou's policy to respect your privacy regarding any information we may collect while operating our website. This Privacy Policy applies to <https://www.coucouloulou.com> . We respect your

privacy and are committed to protecting personally identifiable information you may provide us through the Website.

The security of your personal information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

CHANGES

Although most changes are likely to be minor, Coucou Loulou may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons, at Coucou Loulou's sole discretion. Coucou Loulou encourages visitors to frequently check this page for any changes to its Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by email on hello@coucouloulou.com