



# Privacy Policy – Bristol Reptile Encounters

**Last updated:** April 2026

Bristol Reptile Encounters (“we”, “us”, or “our”) is committed to protecting and respecting your privacy.

This policy explains how we collect, use, and protect your personal data when you use our website hosted on Wix or engage with our services.

---

## 1. What Information We Collect

We may collect and process the following personal data:

### Information you provide directly

- Name
  - Email address
  - Phone number
  - Booking details (event type, location, dates, guest numbers)
  - Any additional information submitted via forms
- 

### Information collected automatically

When you use our website, we may collect:

- IP address
- Browser type and device
- Pages visited and time spent
- Cookies and tracking data

(See our Cookie Policy for more details)

---

## 2. How We Use Your Information

We use your data to:

- Process and manage bookings
  - Communicate with you about your booking
  - Send confirmations and reminders
  - Provide customer support
  - Improve our website and services
  - Send marketing communications (only where consent has been given)
- 

## 3. Booking & Payments

Bookings made through our website may use:

- Wix Bookings
- Secure payment providers integrated with Wix

We do **not store full payment details**. Payments are processed securely by third-party providers.

---

## 4. Marketing & Communications

We may contact you by:

- Email
- Phone
- SMS

For:

- Booking updates
- Important service information
- Promotional offers (only if you have opted in)

You can unsubscribe from marketing at any time.

---

## 5. Sharing Your Data

We do **not** sell your data.

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

- Website hosting via Wix
- Payment processors
- Analytics providers such as Google Analytics
- Marketing platforms (e.g. Meta Pixel, TikTok Pixel)

These providers only process data on our behalf and in line with data protection laws.

---

## 6. Data Storage & Security

We take appropriate security measures to protect your data, including:

- Secure servers
- Encrypted connections (HTTPS)
- Restricted access to personal data

Your data is stored securely through Wix and associated systems.

---

## 7. How Long We Keep Your Data

We only keep your data for as long as necessary, including:

- Booking records for legal and accounting purposes
- Customer communications for service support

You may request deletion of your data at any time (see your rights below).

---

## 8. Your Rights (UK GDPR)

Under UK data protection law, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent at any time

- Lodge a complaint with the Information Commissioner's Office
- 

## 9. Cookies

We use cookies to improve your experience and analyse website traffic.

Please see our Cookie Policy for full details.

---

## 10. Children's Data

Our services are often used by families and children; however:

- Personal data is collected from **parents/guardians only**
  - We do not knowingly collect data directly from children
- 

## 11. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page.

---

## 12. Contact Us

If you have any questions about this policy or your data, please contact:

**Bristol Reptile Encounters**

Email: [Info@bristolreptileencounters.co.uk](mailto:Info@bristolreptileencounters.co.uk)  
Website: [www.bristolreptileencounters.co.uk](http://www.bristolreptileencounters.co.uk)