

This is the privacy policy for Nurture Your Self, 412 London Road, Northwich, Cheshire CW9 8EE

Your privacy is very important to us, and this policy is to enable you to see how we comply with UK data protection requirements and to ensure we are transparent in the way we conduct our business, including how we collect and use your data.

This policy sets out our obligations regarding the collection, processing, transfer, storage and disposal of your personal data. This policy applies to our website, our booking system and any information you provide to us as clients during consultation when you access our services.

This policy will be updated from time to time as and when we update our systems or need to update our policy to comply with current legislation.

When you provide data to us you do so voluntarily and agree to the use of your data as set out in this policy.

### **Information we may collect from you**

- For email subscriptions we will collect only a name and an email address.
- For email enquiries we will collect a name, email address, telephone number and information relating to your enquiry.
- For therapy bookings we will collect your name, telephone number and email address.
- Upon consultation for therapies, we will collect your name, address, telephone number, email address, date of birth, and will also ask you to provide information relating to your health, any medical conditions, allergies, information about your lifestyle, professional & personal interests and general wellbeing.

We are committed to protecting your privacy. Any information you provide to us is treated confidentially, we will never sell, rent or share your information to third parties for marketing purposes. Your data will only be shared with any third parties if we are required to do so by law.

Your data may at times be shared to trusted partners if we need them to provide services which we cannot provide in house such as our booking system. We only employ partners to provide such services if we are confident that they will also abide by the requirements of the Data Protection Act and we will only share any data that is absolutely necessary for them to provide the services they are employed for.

All paper data, such as consultation forms are stored in a locked cabinet, in a locked office. Any digital data is stored on our secure data systems and all data requires passwords in order to be accessed. We do not hold any payment information, any payments made to us by credit/debit cards are done through secure payment systems which do not allow us to access your payment details.

### **Why we need your information**

Any information we collect from you is so that we can understand your needs, provide you with the best possible services and ensure your safety in providing therapies. In particular we may need your data for the following reasons:-

- Client record management.
- To provide follow up care/contact with our clients after treatments.

- To contact you about appointments if necessary.
- To notify you of any changes to our services.
- To respond to enquiries and questions about our services by email, telephone or through our website
- We also may send promotional emails if we have your permission to send these. These emails may include information about our services, for example, new treatments, special offers, blog articles and any other information we believe may be relevant to you.

### **How long we hold data**

We will only store data for as long as necessary for the relevant activity you have enquired about, or the services you have accessed. We are required to retain some information for 7 years to meet our insurers requirements, this information will be retained for 7 years following the last occasion on which a treatment, or service was provided. With regard to minors we are required to retain this information for 7 years after they reach the age of 18 years.

### **How can I unsubscribe to your newsletter & emails?**

If you subscribe to our mailing list you can unsubscribe at any time by clicking the unsubscribe link on any newsletters we send you, or by emailing us at [hello@nurtureyourself.co.uk](mailto:hello@nurtureyourself.co.uk)

The following auto emails are considered operational, and will be sent regardless of whether you have opted out of communication preferences:

- Booking confirmation
- Booking reminder
- Booking after care
- Payment reminder
- Online payment receipts
- Receipts for payments made online
- Registering as a new user
- Forgot login information

### **Your rights under the new GDPR legislation**

The new GDPR legislation has improved your rights when you have data collected by companies. We will consider any of these rights which you wish to exercise and do our best to comply.

These rights include:-

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

- Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To find out more about your rights from the ICO please follow this link. <https://ico.org.uk/for-the-public/>

If you have any concerns about the use or storage of your personal data then please contact us:

By email: [hello@nurtureyourself.co.uk](mailto:hello@nurtureyourself.co.uk)

By Phone: 07881 371696

In writing: Nurture Your Self, 412 London Road, Northwich, Cheshire CW9 8EE

### **How to complain**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113