



## Privacy and data protection policy

### What data do we collect?

- Personal identification information - Name, address, DOB, gender, phone numbers, email, medical conditions, next of kin contact information, GP contact information
- Images

### How do we collect your data?

- You may provide the data we collect when booking a service through our website or in person.
- You may provide the data when you make an enquiry via email, the website or in person
- You may provide the data when you subscribe to newsletters and updates through the website
- Data we collect will be reviewed annually. If you have not used our services or visited our websites in that time, your data will be permanently removed.

### How do we use your data?

Our company collects your data so we can:

- Process your order
- Manage your account
- Email you with special offers, products or services which we feel you would like

We will never share your information with any third party

### How do we store your data?

Your electronic data is stored within the programme which manages our website [www.listeningtouchtherapies.co.uk](http://www.listeningtouchtherapies.co.uk) This is managed through [www.wix.com](http://www.wix.com)

Paper data is stored securely in line with legal requirements at 5 Bennett Road, Faringdon Oxon SN7 7AY

### Marketing

Our company would like to send you information about services which we feel you may like in the form of newsletters. You may subscribe at any time by clicking the unsubscribe button at the bottom of the email.

If you have agreed to the use of images for marketing purposes you can opt out of this at any time.



## **What are your rights?**

Every user is entitled to the following:

- The right to be informed about the collection of your data.
- The right to access – you have a right to request copies of all data we hold on your personal file. There may be a small charge for this.
- The right to rectification – You have the right to request that our company correct any information you believe to be inaccurate and to complete any information you believe to be incomplete.
- The right to erasure – You have the right to request that our company erase all personal data under certain conditions.
- The right to restrict processing – You have the right to request that our company restricts the processing of your personal data under certain conditions.
- The right to object to personal processing - You have the right to object to our company's processing of your personal data under certain conditions.
- The right to data portability – You have the right to request that we transfer the data we have collected to another organisation, under certain conditions.

If you make a request, we will respond within one calendar month. if you would like to exercise any of these rights please email [enquiries@listeningtouchtherapies.co.uk](mailto:enquiries@listeningtouchtherapies.co.uk)

## **Cookies**

Cookies are text files placed on your computer to collect internet log information and visitor behaviour information. When you visit our website this information is automatically collected through cookies or similar technology. For further information, visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

## **Privacy policies of other websites**

Our company website may contain links to other websites. Our privacy and data collection policy apply only to our website.

## **Changes to our privacy policy**

This policy will be updated annually from October 2020 unless changes in the law require otherwise.

## **How to contact us:**

Email: [enquiries@listeningtouchtherapies.co.uk](mailto:enquiries@listeningtouchtherapies.co.uk)

Call: 07815707356

## **How to contact the appropriate authority**

Should you wish to report a complaint or feel that our company has not addressed your concern or request you may contact the Information Commissioners Office below.

<https://ico.org.uk/>