

## PRIVACY POLICY

May 2018 General Data Protection Regulations GDPR

This policy notice provides details of how we collect and treat your personal information through the use of [www.restorelife.co.uk](http://www.restorelife.co.uk).

I am Lesley Donaldson of Restore, ('The Data Controller') [www.restorelife.co.uk](http://www.restorelife.co.uk) and email: [info@restorelife.co.uk](mailto:info@restorelife.co.uk) and postal address: 118 Ringinglow Road, Sheffield, S11 7PR, referred to as: "We," "Us" and "Our."

We are committed to safeguarding the privacy of our website visitors, however, if you are unhappy with how we deal with your data, we would be grateful if you would, in the first instance, contact us first to try and resolve it for you. Failing that, you are entitled to complain to the Information Commissioner's Office (ICO) [www.ico.org.uk](http://www.ico.org.uk)

### **What information we collect from you**

We take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have expressly requested from us.

#### We may collect and process the following personal data:

Information you provide by filling in forms in person, or minimal information of contact details and a message as an enquiry on the Contact Page on our website and provided by you voluntarily; by communicating with us by telephone; by purchasing services from us or requesting further services.

Information required and collected in person and on paper prior to provision of our services may include: your identity and contact information including names, date of birth and gender; address; telephone number; email address; occupation; spouse or partner's name (where relevant); children's ages (where relevant); GP name and address; health and lifestyle data; data relating to childbirth for adult clients or minors (where relevant); reasons for requesting our services and therapeutic outcomes; financial data if you purchased a product or service from us; and any other information which we require to perform a contract in providing a product or service, and which you choose to send to us; and evidence of your consent to the provision of our products or services. We may also request further information from you about a problem with our site or services you purchased. If you contact us by letter or email, we may keep copies of that correspondence; details of transactions on our site and administration of your order.

Our email address [www.info@restorelife.co.uk](mailto:www.info@restorelife.co.uk) is not encrypted so emails we receive or send may not be protected in transit and we would advise you to be cautious about the information you provide prior to face to face consultation.

We monitor emails sent to us for virus or malicious software.

We also collect standard internet log information and details of visitor behaviour patterns to administer the website, length of visit, page views and website navigation, an estimate of our audience size and usage patterns and preferences. These will not identify you personally.

Our website may contain links to other websites, or professional organisations we are affiliated to. Once you have left our site we have no control over those other websites and cannot be responsible for your protection and privacy whilst visiting those sites which are not covered by this Privacy document. We advise you view their Privacy Policy prior to transmission of your personal data.

### **Why do we collect this information and what do we do with it?**

We cannot provide products or services unless some processing of your personal information takes place. For this to take place we ask you to positively consent.

We comply with the obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure by ensuring that appropriate technical measures are in place to protect personal data.

We collect this information to: administer the website; provide you with information about our products or services which may be of interest and which you have consented to receive; enable your use of the services or products on our site; performing a contract with you; send you email notifications you have requested; send you communications relating to our business that may be of interest to you and that you have expressly consented to receive; deal with enquiries or complaints made by you about our website; send statement and invoices to you and collect payments from you; send contracts to you to sign for our products or services; collect feedback forms you consent to complete in person following provision of our services and which may be used with your consent as testimonials; improve your browsing experience by personalising the website; notify you about changes to our website; and contact you with details of our other services or offers if you consent; where we need to comply with insurance regulatory or legal obligations.

### **Data Security**

We will take appropriate organisational and technical security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We limit access to personal data to those agents, contractors or third parties who have a business 'need to know' such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

The personal data we collect from you in person and on paper is stored in a secure locked cabinet, and via the internet will be stored on our servers inside the European Economic Area (EEA). Unfortunately the transmission of information via the Internet is not completely secure, and we cannot guarantee the security of information transmitted to our site, therefore any transmission in this way is at your own risk. Once we have received your information we will apply the strict procedures and security features to prevent unauthorised access.

### **Who might we share your information with?**

We may disclose information about you to subcontractors where reasonably necessary for the purposes as set out in the Privacy Policy; to comply with any legal obligation; to any person whom we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information; to enforce or apply our terms and conditions of supply and other agreements; to protect our rights, property or safety, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### **How long do we keep hold of your information? Data Retention**

Please notify us if any personal information we hold on you needs to be corrected or updated.

We retain your data for seven (7) years from the date of your last treatment. In the case of a minor, data will be retained for between three to six years (3-6 years) from the date they reach eighteen years of age (18 years). We take into account the nature of this information when determining the retention period, however, we will only retain such information we hold on you for as long as necessary to fulfil the purposes of collection and to satisfy any legal, accounting or reporting requirements. Data no longer required by us is securely destroyed. In some circumstances we may anonymise your personal data for research or statistical purposes in which case you cannot be personally identified and we may use this information indefinitely without further notice to you. The data selected for this purpose will be processed confidentially and securely.

**How can I access the information you hold about me? Rights of access to your data**

You have the right to be informed, for access, or correction, or erasure, or restrict processing, withdraw processing of your personal data, the right to data portability, the right to object, and the right not to be subject to automated decision-making including profiling; the right to be informed if your data is lost. We shall inform the Information Commissioner's office in accordance with the time limits in the GDPR.

Access to any information we hold on you may be provided within one month of a written request, and supported with appropriate evidence of your identity, (a photocopy of your passport certified by a Solicitor or a bank plus an original copy of a utility bill showing your current address). There will be no charge for this provision, however we have a right to charge a reasonable fee or refuse requests, that are unfounded, repetitive or excessive as permitted by law and we will inform you of the reason(s) why and that you have a right to complain to the supervising authority ICO [www.ico.org.uk](http://www.ico.org.uk) and to a judicial remedy.

**What we will not do with your data**

We will not share your information for marketing purposes with other companies. We do not process sensitive data which includes: racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, sexual orientation.

End of Privacy Policy document [www.restorelife.co.uk](http://www.restorelife.co.uk)