

Privacy Policy

This Privacy Policy is dated 9th June 2018.

Introduction

I appreciate that you have chosen to place your trust in me when sharing your personal data. The security of that data is very important to me. I am committed to respecting the privacy of my customers and protecting any personal or sensitive commercial information that you choose to share with me. As part of this, I have posted this policy to help you understand what information I may collect from you and how I handle that information. I will also explain what rights you have with regards to your personal data and how you can exercise those rights.

Who I Am

Patricia Griffiths is the registered name of the website through which I carry out all my online business including bookings and payments. I am the data controller for my company. That means that I determine what data is collected by the organisation, how this data is going to be used and how this data is to be protected.

My registered office address is:

Patricia Griffiths - 15 Pether Avenue, Brackley, Northants, NN13 6NJ, UK

If you have questions about how we process personal data, or would like to exercise your data subject rights, please email us at privacy@patriciagriffiths.co.uk

COMPANIES AND WEBSITES WITHIN SCOPE

The following companies and websites are within the scope of this privacy policy:

Patricia Griffiths - <https://patriciagriffiths.co.uk>

Unless specifically stated, I consider this website to be UK based websites, see '*Storage of Personal Data*' section below for more information on non-EU processing.

This policy also covers any additional personal data collected in the following online web applications:

COLLECTION OF PERSONAL INFORMATION

I collect personal data from you for one or more of the following purposes:

- 1 To provide you with the information that you have requested or which I think may be relevant to a subject in which you have demonstrated an interest;
- 2 To initiate and complete commercial transactions with you, or the entity that you represent, for the purchase of products and/or services;
- 3 To fulfil a contract that we have entered into with you or the entity that you represent;
- 4 To ensure the security and safe operation of my websites and underlying business infrastructure, and
- 5 To manage any communication between you and me.

The '*Lawful basis for the processing of personal data*' section below provides more detail about the data that I collect for each of these purposes, the lawful basis for doing so and the period for which I retain each type of data.

Technical Information

In addition, and to ensure that each visitor to any of my website can use and navigate the site effectively, I will collect the following:

- Technical information, including the IP address used to connect your device to the internet
- Your login information, browser type and version, time zone setting, browser plug-in type and version
- Operating system and platform
- Information about your visit, including the URL clickstream to, through and from my site

LAWFUL BASIS FOR THE PROCESSING OF PERSONAL DATA (EEA VISITORS ONLY)

My legal basis for collecting and using personal information will depend on the personal information being collected and the specific context in which I collect it.

However, I will normally collect personal information from you only:

- where I need the personal information to perform a contract with you e.g. to enrol you on a course of treatment or provide you with relevant materials
- where the processing is in my legitimate interests and is not overridden by your rights or
- where I have your consent to do so

In some cases, I may also have a legal obligation to collect personal information from you.

If I ask you to provide personal information to comply with a legal requirement or to perform a contract with you, I will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as the possible consequences if you decide not to provide it). If we collect and use your personal information in reliance on my legitimate interests (or those of a trusted third party), this interest will normally be to operate my platform and communicating with you as necessary to provide my services to you and for my legitimate commercial interest e.g. when responding to your queries, undertaking marketing or for the purposes of detecting or preventing illegal activities. I may have other legitimate interests and, if appropriate, I will make this clear to you at the relevant time. If you have questions about, or need further information on which I collect and use your personal information, please contact using

STORAGE OF PERSONAL DATA

Patricia Griffiths is a UK-domiciled organisation whose primary offices are in the UK. The personal information you provide to me is stored within secure servers. I use appropriate technical and organisational measures to protect the personal information that I collect and process about you. The measures I use are designed to provide a level of security appropriate to the risk of processing your personal

information.

If I have provided you with, or you have chosen, a password so that you can access certain parts of my site, it is your responsibility to keep this password confidential. Note that the transmission of any information across the internet (including via email) is not completely secure and therefore, although I endeavour to protect the personal information you have provided to me, I cannot guarantee the security of the data sent to me electronically and the transmission of any such data is entirely at your own risk. I retain the personal information I collect from you where I have an ongoing legitimate business need to do so. However, when I have no ongoing legitimate business or statutory need to process your personal information I will either delete it or sanitise it.

DISCLOSING YOUR INFORMATION

I may disclose your personal information, with your consent.

We may disclose your personal information with:

- third party service providers and partners who provide data processing services to me e.g. to support the delivery of Services, or who otherwise process personal information for purposes that are described in this Privacy Policy
- your employer or your healthcare insurance provider
- partners with whom I work to provide Services
- any law enforcement agency, court, regulator, government authority or third party where I believe this is necessary to comply with a legal or regulatory obligation or otherwise protect my rights or the rights of any third party and
- to any other person with your consent to the disclosure.

OPT-OUT

If you do not want me to use your data for any marketing purposes, you can withhold your consent to this when you provide your details to me. If I ever send you information by e-mail, I will provide you with an e-mail address by which you may request no future notices. Users may also opt-out of receiving future mailings by sending an e-mail to privacy@patriciagriffiths.co.uk

COOKIES AND TRACKING TECHNOLOGY

Cookies are pieces of information transferred to your hard drive when you visit my site that automatically identify your browser to my server whenever you interact with my site. A cookie cannot read data off your hard disk or read cookie files created by other websites. My site may use "cookie" technology to improve visitors' online experience. My site may also collect information utilising methods such as "refers", IP addresses, and environment variables. The environment variables my site gathers include time, type of Web browser being used, the operating system/platform, and CPU speed. This information is used in identifying broad demographic trends and may be used to provide information tailored to an individual visitor's interests. I do not extract information about individual users or their computers during this process. I may monitor a visitor's use of the Site, and use or disclose any information gathered as part of our evaluation of the service to satisfy any law, regulation or other government request, and to operate the service properly and efficiently. Most browsers are initially set to accept cookies but can be configured to refuse cookies or warn you before cookies are placed on your computer. If you refuse

cookies, you may not be able to take full advantage of my site. You may be required to accept cookies to complete certain actions on my website. You do not need to have cookies turned on, however, to use my website.

CHILDREN'S PRIVACY

Our Site does not target and is not intended to attract children under the age of 13. Patricia Griffiths does not knowingly solicit personal information from children under the age of 13 or send them requests for personal information.

LINKS TO THIRD PARTY SITES

The Site may contain links to websites operated and maintained by third parties, over which I have no control. Privacy policies on such linked sites may be different from my privacy policy. I do not maintain any responsibility for information given to one of my partner sites. Should a visitor be asked for information on a site, whether it be through a banner or another link on the site, I strongly recommend such visitor read the privacy policy at that site before providing any information.

SOCIAL NETWORKING

This website may offer you the opportunity to share or follow information about me (or the website or my Services) using third party social networking functionality. I offer this functionality to generate interest in me, the website and my Services among the members of your social networks and to permit you to share and follow opinions, news and recommendations about me with your friends and colleagues. However, you should be aware that sharing personal or non-personal information with a social network may result in that information being collected by the social network provider or result in that information being made publicly available, including through internet search engines.

Please note that I do not exercise, endorse or control the policies or practices of any third party social network whose functionality you may access through the website. You should always read the Privacy Notice of any social network through which you share information carefully to fully understand their specific privacy and information usage practices.

INTERNATIONAL DATA TRANSFERS

For some of my Services, your personal information may be transferred to, and processed in, countries outside of the EEA. However, we have taken appropriate safeguards to require that your personal information will be protected in accordance with this Privacy Policy.

YOUR RIGHTS AS A DATA SUBJECT

You have the following data protection rights:

- If you wish to **access, correct, update or request deletion** of your personal information, you can do so at any time by contacting me using the contact details provided below.
- In addition, you can **object to processing** of your personal information, ask me to **restrict processing** of your personal information or **request portability** of your personal information. Again, you can exercise these rights by contacting me using the contact details provided below.
You have the right to **opt-out of marketing and telemarketing**

communications I send you at any time. You can exercise this right by clicking on the "*Manage your Marketing Preferences*" link in the marketing e-mails I send you and by sending an opt out e-mail to privacy@patriciagriffiths.co.uk

- Similarly, if I have collected and process your personal information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing I conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain to a data protection authority** about my collection and use of your personal information. For more information, please contact your local data protection authority.

I respond to all requests I receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

CHANGES TO THIS PRIVACY POLICY

I reserve the right, at any time and without notice, to add to, change, update or modify this Privacy Policy, simply by posting such change, update or modification on my site. Any such change, update or modification will be effective immediately upon posting on the site. I encourage you to periodically review this Privacy Policy to keep apprised of my current privacy practices.

CONTACT US

Any comments, questions or suggestions about this Privacy Policy or my handling of your personal data should be emailed to privacy@patriciagriffiths.co.uk.

Alternatively, you can contact me at using the following postal address or telephone number:

Patricia Griffiths
15 Pether Ave,
Brackley,
Northants,
NN13 6NJ, UK
Telephone: +44 (0)7974 118475

COMPLAINTS

Should you wish to discuss a complaint, please feel free to contact me using the details provided above. All complaints will be treated in a confidential manner. If you feel dissatisfied with my handling of your data you are entitled to escalate your complaint to a supervisory authority within the European Union.

For the United Kingdom, this is the Information Commissioners Office (ICO) who is also my lead supervisory authority. Its contact information can found at <https://ico.org.uk/global/contact-us/>