

The Training Centre of Wellbeing Ltd Privacy Statement

1 The Training Centre of Wellbeing Ltd is a private limited company who's registered office is 41 Owston Road, Carcroft, DONCASTER, DN6 8DA.

2 You can contact us for all matters relating to the business either by mail to the above address; by telephone on 07539033778; or by email to enquiries@centrewellbeing.co.uk.

3 The Training Centre of Wellbeing Ltd will collect certain information about you during the course of its business. This information will be used for the following reasons:

1 Your contact information may be used to send you marketing material as part of The Training Centres legitimate interest in promoting its business. You may request that this ceases at any time; you can also ask that your information not be used in this way from the beginning. This information will be shared with our email marketing partners at mailchimp.com who actually send out the emails which we create.

2 Your contact information will also be used to affect any bookings you may make online for training and/or therapies; this information will be shared with our booking partner, Simply Book, to enable you to amend and/or delete your booking online. This information is kept to enable us to meet its contractual obligations to you.

3 Your email address may be used to send you an invoice via PayPal (paypal.com) and/or Eventbrite, and may be used to accept payments from you or to issue refunds where needed. This information is kept to allow us to meet our contractual obligations to you.

4 All information gathered from you in a therapy session will be stored in a secure paper-based filing

system and computer based local drive and used only in connection with the our work. It will never be shared with anyone else under any circumstances. This information is processed to enable us to meet our legal obligations.

4 We will keep different information for different periods of time, as follows:

1 Information that we keep for marketing purposes will be kept until you ask for it to be removed. If you ask, it will be removed immediately the request is received.

2 Booking information will be kept a maximum of one month after your booking has passed.

3 Financial information is required by Law to be kept for seven years. This will include your contact information as invoiced.

4 Information gathered regarding therapy sessions will be kept as part of our legal obligations for a period not exceeding seven years from the date of your final session.

5 All of our external partners have committed to operating in accordance with the new Data Protection Laws.

6 Your rights: Under the new Laws, you have certain rights, detailed below. You may use the contact details at Item 2 to request any of these rights in your own words.

1 The right to have your contact information removed. You can request to remove only marketing information, only booking information, or both. If you request us to delete all of your contact information completely, then any bookings you have in the system will be cancelled as a result. No information relating to

therapy sessions will be deleted as we are legally obliged to retain it.

2 You have the right to be sent a copy of all the information we hold about you within 30 days. We will honour this request as quickly as possible; if it can't be managed within 30 days we will let you know. There will not be any charge for this.

3 You have the right to have your information corrected; if any information we hold about you is wrong then we will amend it to be accurate. Bear in mind that therapy session notes which are responses you gave to questions at the time are taken faithfully, but some notes are subjective commentary by the therapist and "corrections" to these will not be entertained.

4 From the outset, you have the right to object to the storing and processing of your information; however, if you do object then no therapy can proceed; once you have attended a therapy session it will not be possible to remove the written notes about the session due to legal obligations.

5 You have the right to complain about the holding of your information. If we cannot resolve your complaint, or you feel that the response is inadequate, you can complain to the Information Commissioner's Office at ico.org.uk or to take your complaint to the Courts. If you choose this latter approach we would advise you to seek qualified legal advice.

7 We will treat your information and your confidence with the utmost respect and will keep you informed at every stage of the relationship with you. If you have any concerns at all, please use the contact information listed above to get in touch and ask.