

## **Privacy Policy**

With Mindfulness appreciates the importance of confidentiality for all our website users and course participants. We are committed to doing our very best to ensure the security of our website and the personal records we hold.

### **Purpose**

The purpose of this policy is to tell you, the user of this website and participants in our courses/events/training, about our practices regarding the collection, use and disclosure of personal information which may be provided to us via our website or collected through other means such as email, online booking form, or telephone.

### **Our Commitment to the Data Protection Principles:**

- A. We will process personal data in a lawful and fair way, so that those whose personal information is collected will have it used in a transparent way, with a clear explanation available for its use.
- B. Our Annual Notification to the Information Commissioner's Office will be checked to ensure that it represents our current use of personal information.
- C. No data will be used for purposes other than those notified to the ICO.
- D. Personal information will be adequate, relevant, and not excessive for the purpose for which it is processed. We will only hold the minimum personal details required to achieve clarity of recognition and undertake required administration.
- E. Every effort will be made to keep records accurate and where necessary updated.
- F. In general, all personal information records will be retained for 5 years, in accordance with our professional and insurance requirements.
- G. We give data security the highest priority so that appropriate measures are in place to protect against unauthorised or unlawful processing and against accidental loss, destruction, or damage.

### **Type of personal information we collect**

*We currently collect and process the following information:*

- If you are only browsing our website, we will only collect data (such as your IP address) via cookies on our website.
- If you register for one of our courses/events/trainings then we will need to collect your name, age, address, and other contact details (phone & email) and health details (special category data).

### **How we acquire your personal information and why we hold it**

Other than information provided via cookies your personal information is provided by you when you email us with an enquiry or register for one of our courses.

We use the personal information you provide to contact / respond to you and to provide you with information and materials relating to our mindfulness/self-compassion activities; to assess whether a mindfulness/self-compassion course is suitable for you and to tailor our provision in the light of any relevant health information.

### **Sharing personal information**

We will not disclose to any third party any personal data you provide to us other than as follows:

- If you sign up for a mindfulness course with us, we may share your data with any person co-leading that course with us.
- If we are running a course for a third-party organisation, they may be given your email address in order to email you a feedback form.
- If we are under a duty to share your personal data to comply with any legal obligation

### **Cookies**

A cookie is a piece of data stored locally on your computer and contains information about your activities on the internet. Cookies are in place to provide a secure, safe, and stable experience for visitors and customers and to monitor and analyse the performance, operation, and effectiveness of the platform.

We use the following cookies:

**Strictly necessary cookies.** These are cookies that are required for the operation of the site.

**Analytical cookies:** They allow us to recognise and count the number of visitors and see how they move around the site when using it.

It is possible to block cookies, although remember that if you do choose to disable cookies, you may find that certain sections of the site do not work properly.

However, if you do wish to disable cookies then you can do so by amending the settings within your browser or mobile device.

### **Lawful basis**

The lawful basis we rely on for processing information provided via cookies is the consent which you provide when logging on to this website.

If you contact us with a view to participating in a mindfulness/self-compassion course/event/training then the lawful basis we will rely on for processing your personal information will be the contact form and booking form which you complete, in order for us to supply to you the services involved in that course.

### **Your data protection rights**

You have various rights under data protection legislation which include the right to make a subject access request, the right to make a complaint, the right to get your data corrected, the right to ask for your data to be erased (we cannot of course provide our services without access to your data), the right to object to use of your personal data in certain circumstances and the right to withdraw your consent to the processing of your data (if consent is the ground we are relying on for that processing) at any time.

To make a Subject Access request to see your records, please make a written request to the address at the end of this Policy. A copy of your records will be supplied to you within a month.

### **How we store your personal information**

We take reasonable steps to ensure that the information we collect from you is protected from unlawful access and from accidental loss or damage. Those steps include keeping up to date with Mac computer security updates and the secure holding of paper records in a locked cabinet. We keep your booking forms and correspondence concerning any mindfulness programmes and activities in accordance with professional and insurance requirements. This will be for up to 5 years. We will then dispose of your information by destroying any paper records and any electronic documents, emails, and email addresses. If you have opted-in to a mailing list, we will keep your personal details necessary for that mailing list unless you withdraw your consent in which case you will be removed from the list as soon as reasonably practicable.

### **Future Policy**

Whilst we do not envisage any alterations to this Policy, should circumstances, legislation or technology change, we may need to update this. In such an event, any revisions will be posted on the website.

### **How to exercise any of your data protection rights**

If you have any concerns or queries about our use of your personal information or wish to exercise any of your data protection rights, you can contact us using the contact details below.

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Helpline number: 0303 123 1113 [www.ico.org.uk](http://www.ico.org.uk)

### **Our contact details**

With Mindfulness, Arrowood Communications Ltd

We are a company number 8213971 registered in England and Wales.

Our registered office is at 7a Abbey Business Park, Monks Walk, Farnham, Surrey GU9 8HT.

[claire@withmindfulness.co.uk](mailto:claire@withmindfulness.co.uk)

23<sup>rd</sup> July 2023