

Heart Centred Healing and Training

Privacy Policy

This is **Heart Centred Healing's** privacy policy, I (Lorna Gray) am located at **The Soul Angels, 286 Baldwins Lane, Hall Green, Birmingham, B28 0XB** and you can email me at:

heartcentredhealingandtraining@gmail.com This privacy policy explains how I use any personal information we collect about you and why we collect it.

What Information Do I need? I need your contact details, your: name, phone number, address, postcode and email address. I will also need information about your age and health to ensure you are safe to have a treatment and in order for a treatment to go ahead.

Why Do I need It, How Will I Use It and How Long Will I Retain It? I need all the details above in order to ensure that it is safe for me to provide the training/treatments you may ask for and also for insurance purposes. I will store your information for 7 years after the date of your training/treatment, or for 7 years after you have reached the age of 18 if you are/were under 18 when your training/treatment took place. My lawful basis for processing this personal information is 'contract', this means that we have a legal reason to ask you for your data because I need it for contractual reasons. You do not have to share your personal data with me, but if you do not we cannot offer you a treatment with **Lorna at 'Heart Centred Healing'**. You must fulfil your side of the contract (share your personal information) in order for me to fulfil mine (carry out treatment).

Marketing: I would also like to send you information about the products and services I offer using the information you have shared with me, but you do not have to agree to this for treatment to go ahead. If you agree to being contacted for marketing purposes using the following methods please tick the relevant boxes to give your consent. You may withdraw this consent at any time by emailing me at: heartcentredhealingandtraining@gmail.com or calling me on **07730484209**

Email

Phone

SMS

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Will I Share Your Information? I will not share your information with anyone outside of **Heart Centred Healing and Training** Who Can I Complain To If I Feel You Are Not Handling My Data Correctly?

Please contact me if you have any questions about this privacy policy or the information I hold on you, you can do this by email: heartcentredhealingandtraining@gmail.com If you believe I am not handling your data correctly you have a right to make a complaint, this should be sent to me using the above contact details. If you are unhappy with my response you should then contact the ICO (independent commissioner's office) by contacting them or using the following web page <https://ico.org.uk/concerns/> .

I have read and understood the above information and agree to my details being stored under the Data protection policy:

Client full name:

Client signature:

Date: