

Overview

At Tenterden Mindfulness, we are committed to both protecting & respecting your privacy, and we take data protection very seriously.

As you browse our website, get in touch with us, or use our services we collect information. This allows us to understand what you are interested in and helps us improve the way we communicate with you about our services.

We will never exchange or sell your information to another organisation for their own marketing purposes. We know that this is important to you and want to reassure you that you are always in control of how we use your personal information with regards to our marketing activities.

We do however need to collect and use your personal information for carefully considered and legitimate business purposes, which help Tenterden Mindfulness deliver its services.

This policy provides you with information about:

- the key principles we use to manage your data;
- how we use your data;
- what personal data we collect;
- how we ensure your privacy is maintained; and
- your legal rights relating to your personal data.

1. Our Key Principles

We are committed to complying with all applicable data protection and privacy legislation when collecting and using personal data of users, colleagues and others. The General Data Protection Regulations (GDPR) and Data Protection Act is intended not to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the user.

In summary, this means we:

- handle personal data lawfully, and in a fair and transparent manner;
- collect personal data only for specified, explicit and legitimate purposes;
- keep accurate personal data and take all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay;
- keep personal data only for the period necessary for processing and process in line with data subjects' rights;
- adopt appropriate measures to keep personal data secure and protected against unauthorised or unlawful processing, accidental loss, destruction, damage or disclosures;
- respect the privacy and data protection rights of individuals;
- do not transfer to people or organisations situated in countries without adequate protection.

2. What do we use your data for?

2.1 Service Provision

We collect your contact details and other data to be able to provide and administer our services, to be able to monitor the quality of these services and to answer any questions or enquiries. We may also need to use your personal information for the prevention of fraud, to identify any misuse of our services, or on an anonymised basis to monitor compliance with our Equality, Diversity & Inclusion Policy.

2.2 Marketing activities

Tenterden Mindfulness will ask you for your consent to send you marketing and fundraising emails, and text messages or to telephone you. You can change your consent for these channels at any time by contacting us on 01580 434017 or by emailing us at contact@tenterdenmindfulness.co.uk

At the bottom of all marketing emails, you will also find an unsubscribe function. This will remove you from our mailing list. If you wish for us to completely delete your data, you will need to contact us on the details above.

We only want to send you communications that are interesting to you to make sure we are being as efficient as we can. Therefore, we may use your contact details and information on how you have supported us to identify your interests, along with publicly sourced data and information from data analytics companies to help us tailor and personalise our communications.

3. What personal data do we collect?

We may collect and process the following information about you:

3.1 Personal information including, for example, name, address, email address, telephone numbers, date of birth, IP address, credit or debit card or other payment information you give us when making purchases or other financial transactions you make, or marketing preferences you give.

We also collect information about your usage of the website and of our services that may identify you as an individual or allow online or offline contact with you as an individual. Much of this information you supply to us by booking Mindfulness Courses and events from our website. We also use various website analytics tools which leave a little 'cookie' on your machine to help with the performance of the website and ensure we are able to see what matters to most people. You are able to opt in and out of these cookie settings yourself in the cookie settings at the bottom of the website browser window.

3.2 If you use your credit or debit card to donate to us or buy something online, we pass your card details securely to our payment processing partners and do not store the details on our own website or databases.

3.3 We maintain a record of communications we send you and we may log any communications that you send us. If you have kindly Gift Aided your donation to us, we must record the fact you are a UK taxpayer, and we must maintain a record of the amount of Gift Aid we have claimed, which we may be required to share with HMRC.

3.4 Our website uses 'session cookies' and 'persistent cookies' which collect information which allow us to recognise you, your preferences and how you use our website as well as the IP address of your browser and machine type. This allows you to use the website without re-entering information. 'Session cookies' are deleted when you close your browser but

'persistent cookies' are not. Our 'cookies' do not store your email address or other personal information.

Various session and persistent cookies are used by the site, and you can find the live and entire list of what cookies we store by clicking the blue cookie icon at the bottom right of the browser window when visiting our site.

4. Your rights

You have the following rights in relation to your data; the right to:

- Ask for a copy of personal data that we hold about you (the right of access);
- Request that we delete personal data held on you, where we no longer have any legal reason to retain it (the right of erasure or to be forgotten);
- Ask us to update and correct any out of date or incorrect personal data that we hold about you (the right of rectification);
- Opt out of any marketing communications that we may send you and to object to us using if we have no legitimate reason to do so (the right to object);
- Ask us to restrict processing of data temporarily or permanently, which means that we would need to secure and retain the data for your benefit but not otherwise use it (the right to restrict processing);
- Ask us to supply you with the personal data that we hold about you in a portable and readily useable format (the right to data portability).

If you wish to exercise any of the above, please contact us using the details below:

Phone: 01580 434017

Email: contact@tenterdenmindfulness.co.uk

Address: Tenterden Mindfulness c/o Dr Neil Pillai, Ivy Court Surgery, Tenterden, Kent,
TN30 6RB

Third Party Websites

Our website contains links to other websites. This privacy policy applies only to our website, so you should always be aware when you are moving to another website and read the privacy statement of any website which collects personal information. We do not pass on any personal information about you to any other website when you link to another non Tenterden Mindfulness website

Data Controller

Our Data Controller: Dr Neil Pillai is responsible for determining the purposes for which, and the way, any personal data is processed by Tenterden Mindfulness in line with the GDPR and Data Protection Act.

More information

Detailed information about your rights under UK Data Protection legislation can be found on the website of the United Kingdom Information Commissioner, which is (as at the date of this privacy policy) <https://ico.org.uk/>