# Lemon Grove Holistics Privacy Policy

## Our contact details:

Name: Fiona Cunningham – (Lemon Grove Holistics)

Address: Darlington Business Centre

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Darlington

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Phone Number: 07818 551738

E-mail: fi@lemongroveholistics.co.uk

## The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details).

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To enquire about accessing Therapy

We also receive personal information indirectly, from the following sources in the following scenarios:

- Following completion of the enquiry form embedded within my website.

We use the information that you have given us to make contact with you with your consent.

We may share this information with your GP or other agencies, should there be a safeguarding issue raised.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**Your consent. You are able to remove your consent at any time. You can do this by contacting Email: fi@lemongroveholistics.co.uk**

## How we store your personal information

Your information is securely stored.

We keep your personal details, name, address, contact details for a period of three years.

We will then dispose of your electronic information by ensuring it is safely and securely destroyed by deleting it and using double cross shredder to additionally destroy any written information we may hold.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at fi@lemongroveholistics.co.uk should you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by email:  fi@lemongroveholistics.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk

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