Making Life Feel Better

JANE WOOD HOLISTIC HEALTH PRACTITIONER



PLEASE READ

For our mutual understanding

PRIVACY STATEMENT

Making Life Feel Better Limited

Jane Wood - Holistic Health Practitioner.

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www.makinglifefeelbetter.com
Suite A, 82 James Carter Road, Mildenhall, Suffolk, IP28 7DE
Company number: 14728743

PRIVACY STATEMENT – SUMMARY

IMPORTANT NOTE: BY USING MAKING LIFE FEEL BETTER LIMITED WEBSITE AND/OR PROVIDING US WITH ANY PERSONAL DATA, YOU GIVE YOUR EXPLICT CONSENT THAT ALL PERSONAL DATA MAY BE PROCESSED BY US IN THE MANNER AND FOR THE PURPOSES DESCRIBED IN THE FOLLOWING PRIVACY STATEMENT AND IN COMPLIANCE WITH UK DATA PROTECTION ACT 2018.

Respecting your privacy

We respect your privacy and are committed to protecting your data. This privacy statement sets out the basis on which any data that we collect from you or that you provide to us and how it will be processed.

When you book you may choose to provide us with information that is considered 'Personal data'. In terms of this policy 'Personal data' refers to information such as your name, email address, telephone number or any other information that can be used to identify you.

Booking information and session notes are held in Vcita, please read their Privacy Policy

There is no requirement to share data whilst browsing this website.

This website is hosted by Wordpress, please read their Privacy Policy

Cookies help this website run effectively and provide you with the best experience. For further information please see 'How we use Cookies' after the 'In a nutshell' section below.

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In a nutshell

1. Booking via the website is handled by Vcita.com, please read their Privacy Policy
2. Payments are handled by Paypal.com, please read their Privacy policy
3. No payment information is held by Making Life Feel Better Limited
4. Sessions notes are documented and stored in Vcita, please read their Privacy policy. You can access your session notes via the Vcita portal.
5. Data held is your name, email address, date of birth, age, presenting symptom and details of energetic imbalances cleared.
6. All sessions are strictly private and confidential. Anonymous details of your presenting symptom may be shared with other clients as an example or with trainees or mentors for learning purposes, only with your consent.
7. Information will be stored for 7 years and will be disposed of appropriately.
8. All your rights under the current data protection legislation will be respected and you may exercise these at any time.
9. Sessions are conducted using headphones.
10. Testimonials are welcome and your original words will be uploaded to the website together with your first name and first initial of your surname.
11. Reviews or testimonials via Google or Facebook are welcome and will show your full name.
12. All session data is encrypted, backed up regularly and stored securely.

How we use cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies.

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The Cookies We Set

When you submit data through a form such as those found on contact pages or comment forms, cookies may be set to remember your user details for future correspondence.

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features, these cookies may be used to ensure that you receive a consistent experience when using the site whilst ensuring we understand which optimisations our users appreciate the most.

As we sell services it's important for us to understand statistics about how many of the visitors to our site actually make a purchase and this is the kind of data the cookies will track. This is important to you as it means that we can accurately make business predictions that allow us to monitor our advertising and service costs to ensure the best possible price.

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including Facebook and Google, will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

Subject access requests

You have the right to request details about the data Making Life Feel Better Limited holds about you. Should you wish to submit a 'Subject Access Request' then please contact the Data Protection Officer Jane Wood at www.makinglifefeelbetter.com.

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Privacy Statement – In Full

IMPORTANT: BY USING OUR WEBSITE AND/OR BY PROVIDING US WITH ANY PERSONAL DATA, YOU GIVE YOUR EXPLICIT CONSENT THAT ALL PERSONAL DATA THAT YOU SUBMIT MAY BE PROCESSED BY US IN THE MANNER AND FOR THE PURPOSES DESCRIBED IN THE FOLLOWING PRIVACY POLICY AND IN COMPLIANCE WITH THE EFFECTIVE LAWS AND REGULATIONS ON PERSONAL DATA.

1. Introduction

'The Company' refers to work undertaken by Jane Wood Holistic Health Practitioner for Making Life Feel Better Limited.

The company needs to collect and use certain types of information about the individuals who come into contact with the company in order to carry on our work. This personal information must be collected and dealt with appropriately whether is collected on paper or stored in a computer, there are safeguards to ensure this under the Data Protection Act 2018.

2. Data Controller

The company is the Data Controller under the Act, which means that it determines what purposes personal information held, will be used for. It is also responsible for notifying the Information Commissioner of the data it holds or is likely to hold, and the general purposes that this data will be used for.

3. Disclosure

The company will not share data with any other agencies, other than law agencies, when legally bound to do so.

To this end, the company will adhere to the Principles of Data Protection, as detailed in the Data Protection Act 2018.

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4. Data collection

Informed consent is when:

- An individual clearly understands why their information is needed.
- And then gives their consent.

The company will ensure that data is collected within the boundaries defined in this privacy statement.

When collecting data, the company will ensure that the Individual:

a. Clearly understands why the information is needed.

b. Understands what it will be used for and what the consequences are should the Individual decide not to give consent to processing.

c. As far as reasonably possible, grants explicit consent, either written or verbal for data to be processed.

d. Is, as far as reasonably practicable, competent enough to give consent and has given so freely without any duress.

e. Has received sufficient information on why their data is needed and how it will be used.

5. Data Storage

Information and records relating to individuals will be stored securely and will only be accessible to authorised staff.

Information will be stored for 7 years and will be disposed of appropriately.

It is the company responsibility to ensure all personal and company data is non-recoverable from any computer system previously used within the organisation.

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6. Data access and accuracy

All client individuals have the right to access the information the company holds about them.

In addition, the company will ensure that:

- It has a Data Protection Officer with specific responsibility for ensuring compliance with Data Protection.
- The company deals promptly and courteously with any enquiries about handling personal information.
- The company describes clearly how it handles personal information.
- The company will regularly review the ways it holds, manages, and uses personal information.
- The company regularly assesses and evaluates its methods and performance in relation to handling personal information.

This privacy statement will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 2018.

In case of any queries or questions in relation to this privacy statement please contact the company Data Protection Officer:

Jane Wood at Making Life Feel Better Limited

Signed: Jane Wood Making Life Feel Better Limited

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Glossary of Terms

The Company – Refers to work undertaken by Jane Wood Holistic Health Practitioner for Making Life Feel Better Limited.

Data Controller – The person who (either alone or with others) decides what personal information the company will hold and how it will be held or used.

Data Protection Act 2018 – The UK legislation that provides a framework for responsible behaviour by those using personal information.

Data Protection Officer – The person(s) responsible for ensuring that the company follows its data protection policy and complies with the Data Protection Act 2018.

Individual – The person whose personal information is being held or processed by the company for example: a client, an employee, or supporter.

Notification – Notifying the Information Commissioner about the data processing activities of the company, as certain activities may be exempt from notification.

Information Commissioner – The UK Information Commissioner responsible for implementing and overseeing the Data Protection Act 2018.

Processing – means collecting, amending, handling, storing, or disclosing personal information.

Personal Information – Information about living individuals that enables them to be identified – e.g., name and address.

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