



## Privacy Policy CONT:

The personal data will be stored on computer and/or hardcopy, processed, used and disclosed by me in the following ways:-

- To respond to your queries
- To enable me to improve my service to you
- From time to time to provide you with information about my services, updates & offers, blog, newsletter
- Provided to other health professionals **if necessary** and **only** with your consent (verbal or written)

### WEBSITE USERS

- Information collected via cookies or similar technology - please see Cookie Policy below
- Your IP address
- Information regarding any problem you report with our website

### HOW LONG WILL YOU HOLD MY DATA?

- I will retain your Personal data for the length of time required by law for the specific purposes for which it was collected, usually 7 years after the date of your treatment or for 7 years after you have reached the age of 18 if you are/were under 18 when your treatment took place. Please note that different laws may require data to be kept for different periods of time.
- You may also request the deletion of your personal data at any point using the contact details above.
- My lawful basis for processing this personal information is 'contract'. This means that I 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 I cannot offer you a treatment. You must fulfil your side of the contract (share your personal information) in order for me to fulfil mine (carry out treatment).

### 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 [mandy.greenbanana@gmail.com](mailto:mandy.greenbanana@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 also refer you to [wix.com](https://www.wix.com/about/privacy) privacy policy which refers to data collected by them from 'users of users' of their websites <https://www.wix.com/about/privacy>

