**Data Protection Policy 2023**

**Hope for Health**

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is **Fiona Martindale, Hope For Health, WGC, Herts.**

**Hope-For-Health is the business name for my sole-trader lifestyle and holistic care practice.**

This privacy policy sets out the way I process and use your personal data

**How your information is collected:**

Hope-For-Health may collect your personal data in a few limited ways, namely:

* Directly from you, when you make enquiries on our website, or when you interact with Hope-For-Health in various other ways (for example where you sign up for a course or appointment, email me on my business email [fiona@hope-for-health.com](mailto:fiona@hope-for-health.com), or ring my business phone, or in your appointment where I need to collect sensitive health and wellbeing information);
* From the external payment provider (Wix payments) if there is an issue that needs to be resolved regarding payments or refunds.

**The types of information collected**

I will collect the following types of personal data about you:

* Basic Personally identifiable information:
  + Your contact details (including email address(es), telephone numbers and if necessary postal address(es)
  + Records of communications and interactions I have had with you
* Sensitive Special information:
  + Medical / Health / Wellbeing information offered by you to enable meaningful and helpful interaction at our appointments

I do not hold any financial information about you, including I do not hold any information or cookies relating to your banking/payment details. My payments page is provided by Wix Payments who have their own data protection policy.

The medical / health / wellbeing information is governed by special rules to ensure it is kept confidential at all times unless with your express and written permission to share it with a particular person for a particular purpose (see below)

**How your personal data is used**

Personal data provided to Hope-For-Health will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, I will use your personal data for the following purposes:

* Administration of courses and appointments including:
  + informing you of details your appointment / course
  + communicating anything necessary between appointments / course dates
  + where this is necessary for Hope-For-Health and your own legitimate interests
* Taking a personal wellbeing and health history to enable us to move forwards with a plan to improve your wellbeing and health:
  + Recording this data (in a file personal to you on my work drive) for both you and I to use in the future to inform further decisions and plans

**Your marketing preferences**

I will always respect your wishes in respect of what type of communications you want to receive from Hope-For-Health and how you want to receive them. At present I do not plan to send any unnecessary emails or marketing campaigns. There are some communications, however, that I need to send you in order for me to fulfil my contractual obligations to you. Examples of these essential service communications are:

* Records of / confirmation of appointments or packages signed up for (as applicable)∙

**Sharing your information with others**

I do not sell or share your personal data for other organisations to use other than as set out below.

Personal data collected and processed by Hope-For-Health may be shared with the following third parties, where necessary:

* As previously mentioned Wix payments manage the payments end of the Hope-For-Health website and will therefore have access to the appointment type you have booked and any financial information you give them, as set out in their privacy policy.
* Only with your express permission, if I am concerned about your health in any way and you allow me, I will write to your GP / other health professional giving my concerns and what we have been doing, to enable them to help you further. My preferred way to do this will be to write and send my letter to you, to pass on if you are happy.

**How long your information is kept**

We keep your personal data only for as long as necessary for each purpose we use it. For most basic data, this means I retain it for a period of up to six years after your last interaction with Hope-For-Health (for accounting, tax reporting and record-keeping purposes), for medical data I would need to keep the files for a minimum of 1 year for auditing and legal purposes, and unless you request me not to I will then keep anonymised data only to allow for reflective learning over time.

If you wish after your last appointment with me you may also have a copy of your notes from our consultations (1:1 appointments only). In this instance you would become liable for your copy and any onward movement of data from that copy.

**Your rights**

Under certain circumstances, by law you have the right to:

* ∙ Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data I hold about you and to check that I am lawfully processing it.
* ∙ Request correction of the personal data that I hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
* ∙ Request erasure of your personal data. This enables you to ask me to delete or remove personal data where there is no good reason for me continuing to process it. You also have the right to ask me to delete or remove your personal data where you have exercised your right to object to processing (see below).
* ∙ Object to processing of your personal data where I am relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where I am processing your personal data for direct marketing purposes.
* ∙ Request the restriction of processing of your personal data. This enables you to ask me to suspend the processing of personal data about you, for example if you want me to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
* ∙ Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and I may be entitled to refuse requests where exceptions apply.

**Contact and complaints**

If you have any queries about this privacy policy or how I process your personal data, or if you wish to exercise any of your legal rights, you may contact me by email: [fiona@hope-for-health.com](mailto:fiona@hope-for-health.com)

If you are not satisfied with how I am processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner’s Office website: <https://ico.org.uk/>