

## **Privacy Policy**

### **Who are we?**

We are Healing Healer Ltd and can be contacted on the below contact details:

- Email: john@healinghealer.com
- Telephone: 0207 1270665
- Address: Hale Clinic, 4 Harley Street, Marleybone, London W1G 9PG

### **Why do we collect and use your personal information?**

We collect personal information that you may submit to us such as names, date of birth, email address, physical address, telephone contact numbers and health information. We will use personal information such as names, date of birth, email address, physical address, telephone contact numbers to contact you and discuss our services and/or to provide you with one of our healing treatments.

We may also use your personal information, namely your contact details, to transmit promotional email communications of some of our services that you may be interested in.

### **What happens if I do not provide my personal information?**

We need your personal information in order to provide our service to you. If we do not collect your personal information we will not be able to provide our services to you.

### **Who will we share your personal information with?**

We will share your personal information with third parties such as the Institute of Complimentary & Natural Medicine (ICNM), Complimentary Therapists Association (CTHA) and other regulatory and/or professional bodies where we are required to do so by law or under professional obligation.

### **How long will we store your personal information?**

We will store your personal information for up to six years from ceasing to be our client. This is to enable us to refer to our records in the unlikely event that you want to lodge a complaint against us within six years.

If you do not exercise your right to object to marketing or unsubscribe to our marketing emails we will store your personal information for marketing purposes until you exercise your right to object or unsubscribe.

### **What are your rights in relation to your personal information?**

#### **Right to access**

You have the right to request copies of the personal information we hold about you at any time.

#### **Right to rectification**

You have the right to request that we correct any inaccurate personal information we hold about you.

### Right to erasure

You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

### Right to restrict processing

You have the right to request that we restrict how we use your personal information.

### Right to object

You have the right to object to the collection and use of your personal information at any time.

### Right to data portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

## **How can I exercise my rights in relation to my personal information?**

You can exercise all of your rights by contacting us on any of the above contact details.

## **How do I lodge a complaint about the use of my personal information?**

You can lodge a complaint with us directly by contacting us on one of the above contact details.

You also have the right to lodge a complaint directly with the Information Commissioner's Office (ICO). The ICO are the regulator who makes sure that we use your personal information in a lawful way.

You can lodge a complaint with the ICO by following this link <https://ico.org.uk/concerns/> or calling the ICO on 0303 123 1113.