

Welcome to the Dragonfly Holistics' Privacy Notice.

Whether you are a business or an individual, I respect your privacy and am committed to protecting your personal data.

This privacy notice will inform you as to how I look after your personal data when you visit www.dragonfly-holistics.co.uk (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.



Purpose

This privacy notice aims to give you information on how I collect and process your personal data through use of this website, including any data you may provide through this website when you make an enquiry or purchase a service.

This website is not intended for children and I do not knowingly collect data relating to children.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice I may provide on specific occasions when I collect or process personal data about you so that you are fully aware of how and why I am using your data. This privacy notice supplements other notices and is not intended to override them.

Contact Details

www.dragonfly-holistics.co.uk is a site owned and operated by myself, Angie Stewart, where I am operating as a sole trader based at my treatment room at Ransom Woods Business Park (NG21 0HJ). I am also the appointed controller/privacy manager for all matters relating to privacy and this notice.

You can contact me by writing to info@dragonfly-holistics.co.uk or by telephoning +44 (0)7966 867859 or by using the contact page at www.dragonfly-holistics.co.uk

The office is open 9:00am to 17:00pm (GMT) Monday to Friday (excluding Bank/Public holidays).

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). I would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact me in the first instance.

Third Party Websites

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. I do not control these third-party websites and are not responsible for their privacy statements. When you leave my website I encourage you to read the privacy notice of every website you visit.

Social Media

Communication, engagement and actions taken through external social media platforms that this site and I participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

I use social media platforms wisely and communicate/engage upon them with due care and caution. I will never ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact me through primary communication channels such as by telephone or email.

This site may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Through my social media platform accounts I may share web links to relevant web pages. By default some social media platforms shorten lengthy URLs [web addresses]. Users are advised to take caution and good judgement before clicking any shortened URLs published on social media platforms by me. Despite the best efforts to ensure only genuine URLs are published, many social media platforms are prone to spam and hacking and therefore I cannot be held liable for any damages or implications caused by visiting any shortened links.

Collected Data

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

I may collect, use, store and transfer different kinds of personal data about you which I have grouped together follows:

- Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender
- Contact Data includes billing address, home and/or contact address, email address and telephone numbers
- Financial Data includes bank account details
- Transaction Data includes details about payments to and from you
- Marketing and Communications Data includes your preferences in receiving marketing from me, third parties and your communication preferences

Failure to Provide Personal Data

Where I need to collect personal data by law, or under the terms of a contract I have with you and you fail to provide that data when requested, I may not be able to perform the contract we have or are trying to enter with you (for example, to provide you with services). In this case, I may not be able to commence my services but I will notify you if this is the case at the time.

Personal Data Collection Methods

I use different methods to collect data from and about you including through:

Direct interactions - you may give me your Identity and Contact Data by filling in forms on my site or by corresponding with me by post, phone, email or otherwise.

This includes personal data you provide when you:

- contract to use my services
- request information
- request marketing to be sent to you
- enter a promotion or survey
- provide feedback
- automated technologies or interactions

Personal Data Usage

I will only use your personal data when the law allows me to. Most commonly, I will use your personal data in the following circumstances:

- Where I need to perform the contract we are about to enter or have entered with you
- To provide you with the information, products and services that you request from the website
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests
- Where I need to comply with a legal or regulatory obligation

Generally I do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting me.

Marketing

I strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

I may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what I think you may want or need, or what may be of interest to you. This is how I decide which products, services and offers may be relevant for you (I call this marketing).

You will receive marketing communications from me if you have requested information, purchased goods or services from or if you provided me with your details by at some other time and, in each case, you have not opted out of receiving that marketing.

I will get your express opt-in consent before I share your personal data with any company outside of my company for marketing purposes.

Change of Purpose

I will only use your personal data for the purposes for which I collected it, unless I reasonably consider that I need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact me.

If I need to use your personal data for an unrelated purpose, I will notify you and I will explain the legal basis which allows me to do so.

Please note that I may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosure

Your personal data will not be shared with anyone unless permission is sourced or where it is required/permitted by law.

Data Security

I have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, I limit access to your personal data to myself, contractors and other third parties who have a business need to know. They will only process your personal data on my instructions and they are subject to a duty of confidentiality.

I have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where I am legally required to do so.

Data Retention

I will only retain your personal data for as long as necessary to fulfil the purposes I collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, I consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which I process your personal data and whether I can achieve those purposes through other means, and the applicable legal requirements.

Legal Rights

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 data I hold about you corrected, though I may need to verify the accuracy of the new data you provide to me.
- 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 successfully exercised your right to object to processing (see below), where I may have processed your information unlawfully or where I am required to erase your personal data to comply with local law. Note, however, that I may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- 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 situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.
 - You also have the right to object where I am processing your personal data for direct marketing purposes. In some cases, I may demonstrate that I have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data.
 - This enables you to ask me to suspend the processing of your personal data in the following scenarios: (a) if you want me to establish the data's accuracy; (b) where my use of the data is unlawful but you do not want me to erase it; (c) where you need me to hold the data even if I no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to my use of your data but I need to verify whether I have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party.
 - I will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for me to use or where I used the information to perform a contract with you.
- Withdraw consent at any time where I am relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.
 - If you withdraw your consent, I may not be able to provide certain services. I will advise you if this is the case at the time you withdraw your consent.
- You will not have to pay a fee to access your personal data (or to exercise any of the other rights).

- However, I may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, I may refuse to comply with your request in these circumstances.

I may need to request specific information from you to help me confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. I may also contact you to ask you for further information in relation to your request to speed up my response.

I try to respond to all legitimate requests within one month. Occasionally it may take me longer than a month if your request is particularly complex or you have made several requests. In this case, I will notify you and keep you updated.

Thank you

Angie Stewart

Angie Stewart
Dragonfly Holistics

1st September 2022