**Swallows Retreat Lightning Process**

**Privacy Policy**

**How I use your Personal Information**

This notice is to let you know how I look after your personal information. This includes the information you give me and the information I record of our contact(s) with you and also the permissions you give me about what newsletters and marketing information you want me to send you via head office.

I am committed to protecting your privacy. I will only use the information that I collect about you lawfully (in accordance with General Data Protection Regulations 25/5/18).

**I promise to:**

* Keep your data safe and private
* Not to sell your data
* Hold your data securely in accordance with our internal security policy and the law

**I am:**

Linda Morgan, Advanced Practitioner of the Lightning Process

**The Law regarding Personal Information**

In addition to our privacy policy you are protected by law. The law allows us to use your personal information only if we have a justifiable reason to do so. The law says we must have one or more of these reasons:

* Legal duty
* Legitimate interest
* You consent to it

**List of the ways I may use your personal information**

|  |  |  |
| --- | --- | --- |
| **What I use your information for** | **My reasons** | **Legitimate interests** |
| Deliver service to you | Ensure that I deliver training in an appropriate manner recognising your individual needs and requirements | Meet your best interest and support |
| Assessment | To ensure training is appropriate for you at this time | Meet your best interest and support |
| Clinical notes | To keep an updated record of my work with you | To continue to support you appropriately  To show I treated you fairly  To maintain records as required by law regarding my intervention with you  To respond to any questions or complaints |

**Types of Personal Information**

|  |  |
| --- | --- |
| Contact | Where you live and how to contact you |
| Age | To ensure appropriate consent |
| Medical history | To understand your needs |
| Consents | To ensure I am sending you information you have asked for |

You provide data when you:

* Make an enquiry
* Apply to one of my courses
* Attend one of my courses or sessions
* Interact with me on social media
* Agree to take part in research

If you choose not to give me personal information, it may prevent me from working effectively and safely with you. In this instance I would be unable to enter into a working relationship with you.

**Sharing your Data**

I do not share your information with head office unless you have given me your permission to do so or there is a legal requirement to do so such as protection of yourself or others if I feel there is a risk, or I receive a legal request for your records.

I share your information only with those you have given me permission to contact, for example our Lightning Process head office or your doctor (unless required to by law for the purpose of safeguarding yourself or others).

I will only send you information that you have agreed to receive. You may remove yourself from any mailing list or email from me at any point you choose.

**Storing your Data**

All data will be stored securely and in line with legal requirements.

I will store your clinical information for a maximum of 7 years after my last contact with you. Enquiries and applications that you make and then do not choose to follow up on will be stored for 12 months. You may request these to be destroyed ahead of this time scale.

**Marketing**

I may use your personal information to give you information and ongoing support, and to give you information about courses. The personal information I have for you is made up of what you tell me and data I collect when you use my services.

In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to unsubscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If you wish me to delete all email contact with you then please let me know.

**Website**

**External links:** Although the website only looks to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout the website. (External links are clickable text/banner/image links to other websites).

The owner of the website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note that they click on external links at their own risk and the website and owner cannot be held liable for any damages or implications caused by visiting any external links mentioned.

**Shortened Links in Social Media**

The website and its owner through their social media platform accounts may share web links to relevant pages. By default, some social media platforms shorten lengthy URLs. Users are advised to take caution and good judgment before clicking any shortened URLs published on social media platforms by the website and its owner. Despite the best efforts to ensure that only genuine URLs are published many social media platforms are prone to spam and hacking and therefore the website and its owner cannot be held liable for any damages or implications caused by visiting any shortened links.

**Your Rights**

If you wish me to delete, remove or stop using your personal information I will do so on request as long as there is no legal or justifiable need for me to keep it. This is known as the ‘right to object’ or ‘right to erasure’ or the ‘right to be forgotten’.

You may withdraw your consent at any time. If you withdraw your consent I will be unable to provide products or services to you. Please contact me if you wish to withdraw your consent. You should understand that when exercising your rights, other legislation and requirements may take precedence over any request you make (for example my insurers insist I keep all clinical records for at least 7 years). In addition, where necessary I may be required by law to grant access to your data for law enforcement, legal and/or health related matters.