

# Privacy policy

1. **Kate Guest Coaching and Hypnotherapy is committed to protecting and respecting your privacy.**

This policy (together with Kate Guest's Legal Notice and any other documents referred to on it) sets out the basis on which any personal data that you provide to Kate Guest, will be processed and stored by Kate Guest. Please read the following carefully to understand Kate Guest's views and practices regarding your personal data and how Kate Guest will treat it.

2. **Information Kate Guest Coaching and Hypnotherapy may collect from you**

Kate Guest may collect and process the following data about you:

\* If you contact Kate Guest, Kate Guest may keep a record of that correspondence; details of your visits to Kate's office, and the resources that you access.

\* Your name, surname, email address and telephone number if you choose to receive marketing information from Kate Guest including email communications.

3. **IP addresses and cookies**

Kate Guest will collect information about your computer, including where available your IP address, operating system and browser type, for system administration. Kate Guest will also obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help Kate Guest to improve Kate Guest's and to deliver a better and more personalised service. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of Kate Guest site. Unless you have adjusted your browser setting so that it will refuse cookies, Kate Guest site will issue cookies when you log on to Kate Guest's site.

4. **Where Kate Guest might process or store your personal data**

The data that Kate Guest receives from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") or inside the European Economic Area. It may also be processed by staff operating outside the EEA who work for Kate Guest. By submitting your personal data, you agree to this transfer, storing or processing. Kate Guest will take all steps reasonably necessary to ensure that your data is treated

securely and in accordance with this privacy policy. Unfortunately, the transmission of information via the internet is not completely secure. Although Kate Guest will do her best to protect your personal data, Kate Guest cannot guarantee the security of your data transmitted to Kate Guest; any transmission is at your own risk. Once Kate Guest receives your information, Kate Guest will use strict procedures and security features to try to prevent unauthorised access.

## **5. Uses made of the information**

Kate Guest uses information held about you in the following ways:

To ensure that content from Kate Guest is presented in the most effective manner for you and for your computer;

To allow you to participate in interactive features of Kate Guest's service, when you choose to do so; i.e. subscribing to its e-newsletters via its website, service email updates and general news about Kate Guest To notify you or update you about changes to Kate Guest's services by email or post if you choose to do so.

## **6. Disclosure of your information**

Kate Guest will disclose your personal information if deemed necessary for example to your General Practitioner or the police. Kate Guest will disclose your personal information to third parties if Kate Guest is under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply any term of Kate Guest's Notice and other agreements; or to protect the rights, property, or safety of customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

As required by insurance, records to be kept for 7 years after last treatment children's records must be kept until the child is 25 or if 17 when treated, then 26. Records of all disclosures will be kept.

## **7. Your rights**

You have the right to ask Kate Guest not to process your personal data for marketing purposes. Kate Guest will usually inform you (before collecting your data) if Kate Guest intends to use your data for such purposes or if Kate Guest intends to disclose your information to any third party for such purposes. If you choose not to receive e-updates (emails) from Kate Guest mailings (by post) from Kate Guest, your request will be dealt as quickly as reasonably as possible and your details will be suppressed. Kate Guest respects every individual's right to have their details removed or suppressed from any mailing or e-mailing list at any time, and provides tools to make the unsubscribe process as straightforward as possible. If you wish to unsubscribe from our email communications and notifications, just click on the unsubscribe link at the bottom of the email you have received. Kate

Guest may, from time to time, contain links to and from third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that Kate Guest does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

#### **8. Access to information**

The Data Protection Act 2018 (the "Act") gives you the right to access information held about you. Your rights including rights of access can be exercised in accordance with the Act by making a request to Kate. All requests will not be charged for by Kate Guest. Any access request will not be charged for by Kate Guest in providing you with details of the information Kate Guest holds about you.

#### **9. Changes to Kate Guest privacy policy**

Any changes Kate Guest makes to Kate Guest's policy in the future will be posted on this page.

#### **10. Contact**

Questions, comments and requests regarding this privacy policy are welcomed including enquiries concerning your permission and privacy rights, and should be addressed to Kate Guest via the website [www.kate-guest.co.uk](http://www.kate-guest.co.uk)

#### **11. Concerns or suspected breaches**

Any suspected breach of personal information will be fully investigated in line with the ICO guidelines.