

Generated privacy notice - general business

Inner-Awakening.co.uk customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Telephone

07455 271199

Email

Rosemarie@inner-awakening.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Legitimate interest:
 - The information collected with used to provide details of products and services we offer.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Legitimate interest:
 - The information collected with used to provide details of products and services we offer.

Where we get personal information from

- People directly

How long we keep information

Data Retention Schedule

This document sets out the details of Inner-Awakening's retention schedule for data protection and security.

This retention schedule should be considered in conjunction with our Privacy policy document.

Data Retention Schedule Guidance

Record Name	Storage Location	Person Responsible	Controls for Record	Purpose	Retention Time
Email Address	Microsoft Outlook and Cloud Storage	Rosemarie Anthony	Only authorised persons, password protected	Mailing list for offers	5 years
Contact Details	Microsoft Cloud Storage	Rosemarie Anthony	Only authorised persons, password protected.	Personalise offers and communications	5 years
Bank Details	Microsoft Cloud Storage	Rosemarie Anthony	Only authorised persons, password protected.	Payments	Legal compliance period
Data Breach Notification	Microsoft Cloud Storage	Rosemarie Anthony	Only authorised persons, password protected.	Notify client of any data breaches	Legal compliance period
Data Breach Register	Microsoft Cloud Storage	Rosemarie Anthony	Only authorised persons, password protected.	GDPR Purposes	Legal compliance period

Who we share information with

Other organisations

- Organisations we need to share information with for safeguarding reasons
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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