

Journey to the Heart and Soul – Community Interest Company - Privacy Policy

It is the policy of **Journey to the Heart and Soul** to respect your privacy regarding any information we may collect while visiting our website.

This policy sets out the basis on which **Journey to the Heart and Soul** will process any personal data collected from you (“User”), or which you provide to us, in the course of using our site www.journeytotheheartandsoul.co.uk (“Site”). For the purpose of the Data Protection Act 1998 we are the data controller.

This privacy policy applies to the Site and all products and services offered by **Journey to the Heart and Soul**. By providing us with your data, you warrant to us that you are over 13 years of age.

It is very important that the information we hold about you is accurate and up to date. If at any time your personal information changes, please let us know by emailing info@journeytotheheartandsoul.co.uk

Personal data we collect from Users

Personal data means any information capable of identifying an individual. Users may be asked for identity and contact data such as name, email address, mailing address, phone number; financial and transaction data, which may include your bank account and payment card details plus details of purchases made by you; profile and usage data, such as feedback and survey responses, your interests and how you use our website and services; marketing and communications data, which may include how you wish to receive marketing communications from us and your communication preferences. This is not an exhaustive list.

Users may, however, visit our Site anonymously. We will collect personal data from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal data, except that it may prevent them from engaging in certain Site related activities.

Sensitive Data

We do not collect any Sensitive Data about Users via the website. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

We keep clients’ info in locked cabinets with only **JHHS CEO, Suzanne Cambray** seeing the records. These are kept for 7 years as record for Reiki training and health history and then destroyed.

Non-personal data we collect from Users

We may collect non-personal data about Users whenever they interact with our Site. Non-personal data may include the browser name, the type of computer and technical information

about your means of connection to our Site, such as the operating system and the Internet service providers utilised and other similar information.

Web browser cookies

Our Site does **NOT** use “cookies” to enhance the User experience. The User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. You may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. If you do so, note that some parts of the Site may not function properly.

How we collect Users personal data

We may collect personal data from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, subscribe to a free download, respond to a survey, fill out an enquiry form, give us feedback and in connection with other activities, services, features or resources we make available on our Site. You may also provide data by communicating with us by post, phone, email or in person.

Purposes for processing your personal data

We may collect and use your personal data for the following purposes:

- *To improve customer service*
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- *To personalise your experience*
We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- *To improve our Site*
We may use feedback you provide to improve our products and services.
- *To administer and protect our business and our Site*
This may include troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data.
- *To process payments*
We may use the information you provide about yourself when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- *To enable you to take part in a promotion, contest, survey or other Site feature*
To send you information you have agreed to receive about topics we think will be of interest to you.
- *To send periodic emails*
We may use the email address to send the User information and updates pertaining to their order/contract. It may also be used to respond to their enquiries, questions, and/or other requests. Users who have become clients, may receive occasional emails that may include company news, updates, related product or service information, special offers etc. If at any time the User would like to unsubscribe from receiving future emails about, they can just email info@journeytotheheartandsoul.co.uk

Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data.

Data retention

We will only retain your personal data for as long as is necessary for the purposes set out in this policy, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We take your privacy very seriously and will take all reasonable steps to protect your personal data, but please be aware that any data which you send to our site is sent at your own risk.

The data that we collect from you may be transferred to, processed and/or stored at a destination outside the European Economic Area ("EEA"). By submitting your personal data, you agree to this. We will take all reasonable steps to ensure that your data is treated securely and in accordance with this privacy policy.

Your acceptance of these terms

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Changes will be effective upon the posting of the changes and your acceptance of the changes, which may be through your continued use of the site after the changes take effect.

Contacting us

Suzanne Cambray from **Journey to the Heart and Soul** is the data controller and is responsible for your personal data. The data controller's contact details are as follows:

Full name of legal entity: **Journey to the Heart and Soul Community Interest Company**

Email address: info@journeytotheheartandsoul.co.uk

Phone Number: **+44 (0)1252 890622**

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at the telephone number or email listed above.

Privacy Policy updated on 28th November 2018