

Privacy and Data Policy (GDPR 2018)

Bo Tree Baby Wellness Ltd is committed to protecting your privacy and the way with which we deal with Personal data is set out in our Data Notice and Policy set out below.

This Data Protection Policy regulates how Bo Tree Baby Wellness Ltd processes and stores personal data and applies to all employees, officers, members, and volunteers.

What data do we collect?

- Personal identification information - What we collect will vary depending on what type of interaction or booking you have requested to have with our company, this could include a combination of , Name , Address , DOB, Gender , Phone Number, Email Address, Medical/Disability conditions.

How do we collect your data?

- You may provide the data when booking a service, appointment, \or class through our website or in person.
- You may provide the data when you make a purchase on our website.
- You may provide the data when you make an enquiry via email, the website or in person.
- You may provide your data through interacting with our social media pages.
- You may provide the data when you subscribe to newsletters and updates through the website.

How do we use your data?

Our company collects your data so we can:

- To provide you with the products and services we offer
- To contact you regarding your booking, appointment, purchase or if you have interacted with our site in some way, for instance if you have contacted us through our website chat function or contact form requesting further information.
- Process your order / payment
- Manage your account
- To tell you about changes to our services or email you with special offers, products, or services which we feel you would like but only if you have requested us to do so
- Data we collect will be reviewed annually based on our Accounting Year. If you have visited our website and not used our services in that time, any data collected will be permanently removed.
- For our legal records, e.g. we must retain accounting records for at least 6 years
- For dispute resolution
- To give us feedback

We would only share your information with a third party where you have given us permission to do so and in exceptional circumstances, such as:

- where there is an immediate risk to yours or your baby's health, e.g. call an ambulance,
- Risk of serious harm or death in relation to you, your child, or another party, in line with the Local Safeguarding vulnerable children and adult's policy & procedures

*To protect against fraud or credit risks

- In connection with legal proceedings (including prospective proceedings)

How do we store your data?

Your electronic data is stored within the following programmes:

- www.wix.com who manages our website - www.botreebabywellness.co.uk
- www.ionos.co.uk who host our email info@botreebabywellness.co.uk - data storage
- www.googlebusiness.com -data storage

unfortunately, the sending of information via the internet is not completely secure. Although we will always do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Site; any transmission is at your own risk.

Accounting Records will be Stored within its Company Accounts system.

What are your rights?

Every user is entitled to the following:

- The right to be informed about the collection of your data
- The right to access—you have a right to request copies of all data we hold on your personal file.
- The right to rectification - You have the right to request that our company correct any information you believe to be inaccurate and to complete any information you believe to be incomplete
- The right to erasure – You have the right to request that our company erase all personal data under certain conditions
- The right to restrict processing—You have the right to request that our company restricts the processing of your personal data under certain conditions
- The right to object to personal processing - You have the right to object to our company's processing of your personal data under certain conditions
- The right to data portability – You have the right to request that we transfer the data we have collected to another organisation, under certain conditions. If you make a request, we will respond within one calendar month.
- If you would like to exercise any of these rights please Contact the Data Controller for Bo Tree Baby Wellness Ltd via a request by letter sent to the Registered Address or via email info@botreebabywellness.co.uk, phone call or face to face contact.

Copyright & Intellectual Property:

All rights are reserved covering all materials on any medial appearing on <http://www.botreebabywellness.co.uk>, on our Social Media Pages or sent to you by Bo Tree Baby Wellness Ltd are owned by Bo Tree Baby Wellness Ltd.

Use of our materials is by our permission only. You will not copy or reproduce our materials without our express permission. You will not hold yourself out as being associated with Bo Tree Baby Wellness Ltd and you will not pass off any materials you create as being from Bo Tree Baby Wellness Ltd.

Nothing in these Terms and Conditions is intended to waive any moral rights, copyright or any other statutory or common law intellectual property right existing for Bo Tree Baby Wellness Ltd.

Marketing

Bo Tree Baby Wellness Ltd would like to send you information about services which we feel you may like in the form of newsletters or event invites. You may subscribe or opt-out at any time by clicking the unsubscribe button at the bottom of the email or by contacting us. If you have agreed to the use of images for marketing purposes you can opt out of this at any time.

Cookies / External Links

Cookies are text files placed on your computer to collect internet log information and visitor behaviour information. When you visit our website, this information is automatically collected through cookies or similar technology. For further information, visit www.allaboutcookies.org Privacy policies of other websites and Bo Tree Baby Wellness Ltd company website may contain links to other websites. Our privacy and data collection policy apply only to our website.

Changes to our privacy policy

This policy will be updated annually from August 01/08/2021 unless changes in the law require otherwise.

Should you wish to report a complaint or feel that our company has not addressed your concern or request you may contact the Information Commissioners Office.

01/08/2020