

Carol Barwick Limited

Privacy Policy

Carol Barwick Limited ("We") are committed to protecting and respecting your privacy. This policy (and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act, the data controller is Carol Barwick Ltd with registered address at: 64 Reid Park Road, Jesmond, Newcastle upon Tyne, NE22ES, is a Company Limited by Guarantee Registered in England Number 8987420.

We understand that your information is entrusted to us and we are committed to protecting and respecting your privacy. To this end we comply with data protection legislation and confidentiality guidelines. This privacy policy is designed to tell you about our practices regarding the collection, use, storage and disclosure of personal information that we hold about you and which you may provide when either contacting us for an enquiry or registering with us to use or access our services.

When we refer to "personal information" in this policy, it is information that could or has the potential to identify you as an individual or provides information about you. Accordingly, we may hold and use information about you as a client, for example, when you visit our websites, complete a form, access our services or speak to us.

Security of your personal information

We endeavour to protect all information we hold about you by ensuring that we have appropriate security measures in place to prevent unauthorised access, information being lost, destroyed or damaged. In the usual course of our business, we may use third party organisations to support the essential delivery of our services. This may be to support IT systems in which your information is stored, or for the purposes of debt collection, transportation and storage of information and confidential destruction.

Where a third party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under the Data Protection Act.

Personal information you provide to us is held on a server protected by security. Information is kept for as long as is reasonably necessary.

Information collected when you contact us to enquire about our services

When you contact us to enquire about our service, we will collect personal information about you to enable us to provide you with the information that you have enquired about. Information collected will be kept securely and only accessed by those individuals responsible for ensuring you are provided with the correct information about our services. Private calls to and from clients are not recorded.

Personal information collected during treatments and services

Where sensitive personal information is collected it will be kept confidential and secure and will only be disclosed to and received from those individuals involved with your treatment.

Information entered onto our website

Please be sure to read this entire privacy policy before using or submitting information to our website.

The Carol Barwick Limited website is controlled and owned by Carol Barwick referred to in this privacy statement as 'we'.

By using the site, you agree to the terms of this Privacy Policy. Whenever you submit information via the site, you consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy.

The site is intended for use by residents of the United Kingdom.

What personal information do we collect from you when you access our website and when?

We may collect and process personal information when you:-

- register to use our website
- enquire about any of our services or treatments
- register or book to receive any of our services or treatments
- fill in a form
- post material on the site
- if you contact us, we may keep a record of that correspondence.

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We may also collect sensitive information about you related to your health that you have entered into a client form, emailed or relayed in a telephone call. Please note that information sent through a web form enquiry or via email is normally unprotected until it reaches us.

The security of Information entered via the Website & Where We Store Your Personal Data

Data transmission over the internet is not completely secure and we cannot guarantee the security of your personal information or other data transmitted to or from our website; any such transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

The collection, use, and disclosure of data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). By submitting your personal data, and in providing any personal and/or sensitive information to us, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

How do we use your personal information provided through our website?

Your personal information will be kept confidential and secure and only used in connection with our services for the purpose for which it was collected and in accordance with our requirements under data protection legislation and confidentiality guidelines. Sensitive information related to your health will only be used: to enable us to provide you with information and services appropriate to your interests and preferences. Any personal information you provide will be held for as long as is reasonably necessary having regard for the purpose for which it was collected.

We may use your personal data for some or all of the following reasons:

- To provide various services
- To carry out our obligations arising from the contract entered into between you and us;
- To allow you to participate in interactive service features, when you choose to do so;
- To notify you about changes to our service.

Accessing and updating your information

You have the right to access information held about you. Your right of access can be exercised in accordance with the Data Protection Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. At any time you can request a copy of the information that we hold about you, including copies of your medical records (where relevant), by contacting us in writing:

Carol Barwick
Carol Barwick Limited
64 Reid Park Road
Jesmond
Newcastle upon Tyne
NE22ES

If your details change or are incorrect please let us know.

Changes to our Privacy Statement

We keep our privacy policy under regular review and as a result it may be amended from time to time without notice. As a result we encourage you to review this privacy statement regularly.

Contact

If you have any questions in relation to our privacy statement please contact:

Carol Barwick
64 Reid Park Road
Jesmond
Newcastle
NE22ES