

Privacy Policy

Shipston Therapy Centre Privacy Policy

GDPR compliant, registered with Information Commissioner's Office.

Organisation Name: Alwyn Grace Ltd T/A Shipston Therapy Centre

ICO Reference number: ZB329198

Tier: Tier 1

Our contact details: Shipston Therapy Centre

Address: 14 Market Place, Shipston on Stour, Warwickshire CV36 4AG

Phone Number: 01608 664664

Website: www.shipstontherapycentre.co.uk

E-mail: info@shipstontherapycentre.co.uk

Date policy adopted: 24th May 2022

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, if you complete an online enquiry form; your name and contact details)
- Browsing of our website including the use of essential cookies.

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one or more of the following reasons:

- To respond to an enquiry made by you about the services we provide.
- To enable us to contact you.
- For you to browse our website.

We use the information that you have given us to answer your queries regarding our services. We may share this information with practitioners relevant to your enquiry for them to respond and provide a recommended course of treatment.

Privacy Policy

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent: You are able to remove your consent at any time. You can do this by contacting info@shipstontherapycentre.co.uk or by phone 01608 664664 or post 14 Market Place, Shipston on Stour, Warwickshire CV36 4AG
- (b) We have a legitimate interest in order to respond to your enquiry.

How we store your personal information:

Your information is securely stored: Hard copy, at Shipston Therapy Centre, 14 Market Place, Shipston on Stour, Warwickshire CV36 4AG.
Soft copy, is password protected and held on Shipston Therapy Centre's computer system.

Where you have provided it, we keep name, phone and email address as provided by you. When appropriate we will dispose of your information by shredding or burning if hard copy or deleting digitally held data.

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 information.
- Your right to rectification - you have the right to ask us to rectify personal information 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 information in certain circumstances.
- Your right to restriction of processing - you have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - you have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability: you have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights.
- If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us by:

Email: info@shipstontherapycentre.co.uk, phone 01608 664664
or by post at 14 Market Place, Shipston on Stour, Warwickshire CV36 4AG

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How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us by:

Email info@shipstontherapycentre.co.uk,
phone 01608 664664

or by post at

14 Market Place, Shipston on Stour, Warwickshire CV36 4AG

You also have the right to complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113 ICO

website: <https://www.ico.org.uk> 24th May 2022