

This Privacy Policy outlines how The Data Controller (referred to as 'we,' 'us,' or 'our,' with Nicola Dewey as the responsible party), collects, uses, stores, and protects the personal information of individuals who interact with our services, including but not limited to our website, mobile applications, products, and any other services we provide (collectively referred to as the "Services").

Our commitment is to safeguard your privacy, and we will only lawfully use the information we collect about you in accordance with the General Data Protection Regulations (effective from 25/5/18). This includes ensuring that you, as the client, are aware of the personal data we hold, how we collect it, with whom it is shared, and your rights concerning your personal data.

### **Information We Collect**

We may collect and process the following types of personal information:

**Contact Information:** Name, email address, contact phone number, postal address, date of birth, or other similar contact details when you interact with our Services or communicate with us.

**Account Information:** If you create an account with us, we may collect information such as username, password, and other account-related details.

**Payment Information:** If you make purchases through our Services, we may collect payment-related information, such as credit card details or other financial information necessary to process your transactions.

**Medical History:** To understand your needs and provide appropriate services, we may collect relevant medical information with your consent.

**Consents:** To ensure we are sending you information that you have asked for, we may collect consent preferences.

This information is collected when you: make an enquiry, apply to one of our courses, buy a product from us, attend one of our courses or sessions, sign up to our newsletters or other resources, interact with us on social media, agree to take part in research, provide us with services.

If you choose not to give us personal information it may prevent us from working effectively and safely with you. In this instance we would be unable to enter into a working relationship with you.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through public message boards, this information may be collected and used by others.

### **How We Use Your Personal Information**

We use the personal information we collect for the following purposes:

**Newsletters:** To provide tools, tips to help you to make changes, and information about developments within our services and associated courses.

**Deliver Service to You:** To respond to your inquiries. To ensure that we deliver and improve our products and services in an appropriate manner, including our paid membership subscriptions, recognizing your individual needs and requirements.

**Clinical Notes:** To keep an updated record of our work with you and to continue supporting you appropriately. To show we treated you fairly. To maintain records as required by law with regard to our intervention with you. To respond to any questions or complaints

**Supervision:** To ensure the quality of service and meet your best interest and support.

**Marketing:** To keep you informed about courses, forthcoming events, promotions, and marketing materials that may be of interest to you and to continue supporting you.

### **Sharing and Disclosure of Your Personal Information**

We collect and save client data on FG Funnels, a third-party software. Please refer to FG Funnels' privacy policy to understand how they handle and protect your personal information. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

We do not share your information with any other third parties unless you have given your permission to do so or there is a legal requirement, such as protection of yourself or others if we feel there is a risk, or if we receive a legal request for your records.

We may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party.

When we share your information with a third party, we ensure that it is done securely and only when necessary. The third party will not further share your personal data without your consent, and they will only retain your personal data for as long as there is a legitimate reason to process and hold it.

In certain cases, we may share your information with those you have authorised us to contact, such as your doctor (unless required by law for the purpose of safeguarding yourself or others).

### **Storing Your Personal Information**

All data will be stored securely and in line with legal requirements. We will store your clinical information for a maximum of 7 years after our last contact with you. Enquiries and applications that you make and then do not choose to follow up on will be stored for 12 months. You may request the destruction of these records ahead of the specified timescales.

### **Children**

To access or use the site, you must be 18 years old or older and have the requisite power and authority to enter into this Privacy Policy. Children under the age of 18 are prohibited from using the Site.

### **Marketing and Communication**

We may use your personal information to provide ongoing support and information about courses and offers. We may ask you to confirm or update your choices, if you take out any new products or services with us in future. We will also ask you to do this if there are changes in the law, regulation, or the structure of our business.

Email marketing campaigns published by this website or its owners may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity (this is by no far a comprehensive list). This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

We can only use your personal information to send you marketing messages if we have your consent. In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to unsubscribe at any time through an automated system.

You can unsubscribe from our marketing messages at any time by following the process detailed at the footer of each email campaign. If you wish us to delete all email contact with you then please let us know.

### **Cookies and Tracking Technologies**

Our website may use cookies, small text files that are placed on your machine to help the site provide a better user experience, and similar tracking technologies to improve your browsing experience.

However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser, although this may impact certain features of our website. We suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers.

### **External Links**

Our website may contain links to external websites. Although this website only looks to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text/banner/image links to other websites).

The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

### **Shortened Links in Social Media**

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy URLs. Users are advised to take caution and good judgement before clicking any shortened URLs published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine URLs are published, many social media platforms are prone to spam and hacking and therefore this website

and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

### **Your Rights**

You have the right to request access to and correction or deletion of your personal information. If you wish us to delete, remove or stop using your personal information we will do so on request as long as there is no legal or justifiable need for us to keep it. This is known as the 'right to object' or 'right to erasure' or the 'right to be forgotten'.

You should understand that when exercising your rights, other legislation and requirements may take precedence over any request you make. For example our insurers insist we keep all clinical records for at least 7 years, after which we securely delete or anonymize your personal information. In addition, where necessary we may be required by law to grant access to your data for law enforcement, legal and/or health related matters.

You may withdraw your consent at any time. If you withdraw your consent we will be unable to provide products or services to you. Write to us by email at [assist@nicoladewey.com](mailto:assist@nicoladewey.com) to request a copy of your personal information or if you wish to exercise any of these rights. We will confirm receipt of your email and provide any information requested to you within 28 days. If you believe the information held by us, about you, is wrong or incomplete please contact us. We will take reasonable steps to check its accuracy and correct it.

### **APPLICABLE LAW**

Visitor agrees that the applicable law to be applied to this Privacy Policy and the processing of personal information, in all cases, shall be that of the United Kingdom (UK), where the website owner(s) are based. As the data subject, you have the right to make a complaint directly with the supervisory authority in your own country, in accordance with the applicable data protection laws.

Our data protection compliance is supervised by the:

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

### **Changes to the Privacy Policy**

This Privacy Policy is dynamic and we reserve the right to update or modify this Privacy Policy at any time. Any changes will be effective immediately upon posting the revised policy on our website. You may not assume that it remains the same and you agree to check the policy each time you visit the site for changes and to stay informed. Unless, in the sole opinion of the website, this policy changes so drastically as to suggest a posted notification on the site or via email, you will receive no notification of changes to this Privacy Policy nor, under any circumstances, does this site promise notification. By continuing to use this site and/or our Services you confirm your acceptance of the terms of this Privacy Policy or any modifications.