



VWELLNESS PRIVACY NOTICE

This privacy notice sets out the privacy practices of VWellness, how we might use your data, and how we work to keep it secure. Please take the time to review this notice carefully. This notice does not provide exhaustive detail, however we are happy to provide any additional information or explanation needed. Any requests for this should be sent to hello@vwellness.co.uk.

By working with VWellness and using our services, you agree to be bound by this privacy notice. This Privacy Notice is in effect from March 1 2021.

WHAT VWELLNESS DOES

VWellness provides holistic health services to clients to support physical, emotional and mental wellness through sound healing (sound therapy massage, sound baths), mindfulness coaching, women's circles and community events.

HOW WE OBTAIN YOUR PERSONAL DATA

Information provided by you - You provide us with personal data in some of the following ways:

- By contacting VWellness on our website contact form, or other social media accounts
- By signing up to our website newsletter contact form, via email or over the phone
- By participating in VWellness events (or partner events where VWellness is collaborating with another company) and providing your personal details for email follow up
- During mindfulness coaching enquiries and sessions
- By completing VWellness client intake forms for our holistic services
- By taking credit card details for online payment of VWellness products and services.

This may include the following information:

- Basic details such as name, address, contact details and next of kin
- Details of contact and sessions we have had with you such as: sound healing appointments and record keeping, mindfulness coaching appointments and record keeping
- Health information including lifestyle, dietary, supplement or medicine details, test results and wellness improvement plans
- Bank details.

WHAT DO WE USE THIS PERSONAL INFORMATION FOR?

VWellness uses this information to provide you with top quality service to give you the best results possible, and to improve our client offering.

Legal basis for processing: our legitimate interests (Article 6(1)(f) of the General Data Protection Regulation)
Legitimate interest: answering enquiries and messages we receive, and keeping data and records of correspondence to provide services to support your personal development and wellness.

NEWSLETTER

We keep your email address when you sign up for our newsletter on the website sign up tab, to receive information about our products and services.

Legal basis for processing: your consent (Article 6(1)(a) of the General Data Protection Regulation).

Consent: you consent to VWellness sending our newsletter, by signing up to receive it on the website tab.

Storage and transfer of your information: we use a third party service (Mailchimp) to send our newsletter and to host our mailing lists. Their privacy policy [here](#).

CONTACT FORM

When you contact us using our contact form, we collect the following information: your name, email address and any information you include in the message field. If you do not provide the mandatory information required by our contact form, you will not be able to submit the form and we will not receive your enquiry.

Legal basis for processing: our legitimate interests (Article 6(1)(f) of the General Data Protection Regulation)

Legitimate interest: responding to enquiries we receive, and keeping records of correspondence.

RECORD KEEPING

We aim to keep our information about you as accurate as possible, and stored as safely as possible on our GSuite account, with regularly updated passwords. If you would like to review or change the details you have supplied us with, you may do so at any time by simply contacting us. If you have another query relating to your information, please contact us.

THIRD PARTY SITES

VWellness does not share your data with any third party other than those utilised to service our business.

We cannot be responsible for the privacy policies and practices of other websites, even if you access them using links from our sites, and recommend that you check the policy of every site you visit.

INFORMATION PLACED ON YOUR COMPUTER

Squarespace, our website platform, may store some information (commonly known as a cookie), on visitors' browsers. This information facilitates your use of our site and helps us to provide you with the best level of service.

DISCLOSING YOUR INFORMATION TO OTHERS

Other than the disclosures referred to in this privacy notice, we will not disclose any personal information without your permission unless we are legally entitled or obliged to do so (for example, if required to do so by court order or for the purposes of prevention of fraud or other crime). We do not sell or share data.

ANALYTICS

As is the case with most websites, we make use of analytics software in order to help us understand the trends in popularity of our website and of different sections. We do not use personally identifiable information in any of the data reports we use from this tool. We use Squarespace and Google Analytics who have privacy policies on their website.

COPYRIGHT

All content and images on this website are the property of VWellness. If you would like to use any of the images or text, please request permission via email.

COMPLAINTS

If you have a complaint regarding the use of your personal data, please contact us by writing to hello@vwellness.co.uk and we will do our best to help you.