



It's All About You Wellbeing CIC

Company number: 13326986

Registered office: Office 10,

Genesis Building,

235 Union Street,

Plymouth

PL1 3HN

It's All About You Wellbeing CIC

Customer Privacy Policy (GDPR) - General Business

This privacy notice tells you what to expect us to do with your personal information. We are registered with the ICO (Information Commissioner's Office) as data processors and comply with the data protection principles listed in [Article 5 of the UK GDPR](#).

Contact details

Postal address

Office 10,
Genesis Building,
235 Union Street ,
Plymouth,
Devon,
PL1 3HN
United Kingdom

Telephone

07500015574

Email

admin@itsallaboutyouwellbeing.com or contact@itsallaboutyouwellbeing.com

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses

Tel: 07500 015574

Email: admin@itsallaboutyouwellbeing.com

Website: <https://www.itsallaboutyouwellbeing.com>

- Purchase or account history
- Photographs or video recordings
- Records of meetings and decisions

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Information relating to sponsorship
- Records of consent, where appropriate

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legitimate interest:
 - We collect or use personal information - for our Directory Members to advertise their business on our website - to answer questions about our services (counselling, training and events) - to send information about the services we provide such as newsletters - to enable our Community Interest Company to run according to the laws regarding Companies' House and HMRC (our Directors are volunteers)

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Contract
- Legal obligation

Where we get personal information from

- People directly

How long we keep information

Our retention schedule outlines storage periods for all personal data and is reviewed regularly.

How long are personal details kept for?

Personal information and professional details are kept for 7 years and for information relating to young people under 18 until their 25th or 26th birthday.

How your personal information is kept secure.

Your personal information in the strictest confidence and IAAYW CIC take all reasonable steps to keep it secure once it has been transferred to our systems. We adopt appropriate

data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information. Information is kept locked in a filing cabinet in the office of Max Cohen (Director and data controller) or Katherine Cox (Director and data processor) or JC Phillips (Director and data processor).

Please note that although we have internet security, we cannot guarantee the security of any data you disclose to via email, text or on-line, so in choosing to use any of these you accept the inherent risks, and we will not be held responsible for any loss or damage that you incur.

Who we share information with

Others we share personal information with

- Professional or legal advisors
- Financial or fraud investigation authorities
- Organisations we're legally obliged to share personal information with

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 data.

Your right to rectification - You have the right to ask us to rectify personal data 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 data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

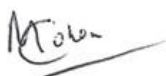
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

27th November 2024 (Previously on 1st August 2024)



Max Cohen, Data Controller

Director of, and on behalf of all Directors of, It's All About You Wellbeing CIC