

Privacy Policy

I (Faith Canter) understand that I have a responsibility to protect and respect your privacy and look after your personal data.

This Privacy Policy explains what personal data I collect, how I use your personal data, reasons I may need to disclose your personal data to others and how I store your personal data securely.

For clarity, I may be both data controller and data processor for your personal data under certain circumstances.

This policy is subject to change, so please check my website on a regular basis.

Data Protection law changes as of 25 May, 2018

This Privacy Notice sets out your rights under the new laws.

Who am I?

I am an author, health, wellness and self-love coach, health consultant, teacher, trainer, therapist, nutritional, detoxing and fermenting consultant, reflexologist, yoga and meditation instructor, EFT Practitioner, Bach Flower Remedy consultant, Shaman and Herbalist in training.

How the law protects you

Data protection laws state that I am only able to process personal data if I have valid reasons to do so. The reasons I process your personal data include, but are not limited to, your consent, performance of a contract, billing and to contact you.

How do I collect personal data from you?

I receive information about you from you when you use my website, complete forms on my website or in person, if you contact me by phone, email or otherwise. I also collect information from you when you sign up for my mailing lists or when you inform me of any other matter.

What type of data do I collect from you?

The personal data that I may collect from you includes your name, email address, Skype username, phone numbers, your reason for contacting me, payment information and IP addresses. I may also retain records of your queries and correspondence, in the event you contact me.

How do I use your data?

I use information about you in the following ways:

- To process bookings and/or orders that you have made with me;

- To provide you with products and services;
- To comply with my contractual obligations with you;
- To enable me to review, develop and improve my website and services;
- To provide customer care, including responding to your requests if you contact me with a query;
- To keep track of billing and payments;
- To carry out marketing and statistical analysis;
- To notify you about changes to my website and services;
- To notify you about publication dates for feature/s I may have interviewed you for or other features you might want to comment for
- To provide you with information about products or services that you request from me or which I feel may interest you, where you have consented to be contacted for such purposes; and
- To inform you of service and price changes.
- To send you healthy hints, tips, guidance and recipes

Retention periods

I will keep your personal data for the duration of the period you are a customer or client. I shall retain your data only for as long as necessary in accordance with applicable laws.

I may keep your data for up to 7 years after our work together. I may not be able to delete your data before this time due to legal and/or accountancy obligations. I may also keep it for research or statistical purposes. I assure you that your personal data shall only be used for these purposes stated herein.

Who has access to your personal data?

I do not and never shall sell your personal data to third parties for marketing or advertising purposes.

Your rights

In preventing the use or processing of your personal data, it may delay or prevent me from fulfilling our contractual obligations to you. It may also mean that I am unable to provide my services.

You have the right to object to my use of your personal data, or ask me to delete, remove or stop using it if there is no need for me to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why I will need to keep your data, but please do inform me if you think I am retaining or using your personal data incorrectly.

My Privacy Notice shall be made clear to you at the point of collection of your personal data.

You can unsubscribe from my mailing lists at any time.

Accessing and updating your data

Please let me know if your information (email address etc) changes.

You have the right to access the information I hold about you. Please email your requests to faith@faithcanter.com so that I can obtain this information for you.

Use of cookies

Not currently in use.

Links to other sites

Since I do not control other websites, I encourage you to review the privacy policies of any third party sites. Any information that is supplied on these sites is not within control and I cannot be responsible for their privacy policies and practices.

Where I store your personal data

I follow legal standards to keep digital data password protected and secure. Print data and notes are locked securely in accordance with the law.

As the transmission of information via the internet is not completely secure, I cannot guarantee the security of your data transmitted to my site and any transmission is at your own risk. Once I have received your information, I will use strict procedures and security features to prevent unauthorised access.

Any sensitive data (payment details, session notes for example) are encrypted and protected.

Where I have given you (or where you have chosen) a password which enables you to access certain parts of my website and/or online programmes, you are responsible for keeping the password confidential. I ask you not to share a password with anyone.

Liability

I agree to take reasonable measures to protect your data in accordance with applicable laws.

Data Breaches

In the event of a data breach, I shall ensure that my obligations under applicable data protection laws are complied with where necessary.

Contact me

Please email any questions or comments you have about privacy to us at faith@faithcanter.com

Your right to make a complaint

You have the right to make a complaint about how I process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

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

Tel: 0303 123 1113