

### Mandy Hurworth mandy.greenbanana@gmail.com

mobile: 07747 722171

#### **Green Banana Privacy Policy & Cookies Policy**

#### **PRIVACY POLICY**

This is the privacy policy of Green Banana Nutrition & Massage (GB). Your privacy is important to me and I take it very seriously. The policy explains how GB (soletrader) uses your personal data in line with The General Data Protection Regulation (GDPR). My aim is to be responsible, relevant and secure when using your data. Green Banana relies on your Personal Data to contact you, for client records and your health & safety if you have any treatments; please ensure that the Personal Data you provide is accurate, correct and complete. If you wish to correct, update or delete your Personal data, please contact me using the contact details above.

Please take a moment to read through what information I collect about you, with whom I may share it and how it might be used.

#### WHO COLLECTS MY PERSONAL DATA?

- Green Banana Nutrition & Massage, soletrader
- You can contact me by email (attention of Mandy Hurworth on the email above)
- You can call me on 07747 722171

#### **HOW IS DATA COLLECTED?**

Your data is collected when you send an email using the contact form and buttons on the website, if you call me and when you complete a consultation form if you attend for any treatments

#### WHAT DATA WILL GB COLLECT AND FOR WHAT PURPOSE?

During the course of my relationship with you, I will collect personal data about you, such as the following:

- Personal details, such as contact details your name, phone number and email address.
- I will also need to collect **sensitive** personal data e.g. medical history, dietary history, date of birth (age), gender, Doctor's contact details, for your safety and in order for a treatment to go ahead.
- Information from social media activity when you interact with me on social media.
- Additional information which may help me to understand how to improve my service to you e.g. how you heard about me, feedback.

#### **Privacy Policy CONT:**

The personal data will be stored on computer and/or hardcopy, processed, used and disclosed by me in the following ways:-

- To respond to your queries
- To enable me to improve my service to you
- From time to time to provide you with information about my services, updates & offers, blog, newsletter
- Provided to other health professionals if necessary and only with your consent (verbal or written)

#### **WEBSITE USERS**

- Information collected via cookies or similar technology please see Cookie Policy below
- Your IP address
- Information regarding any problem you report with our website

#### HOW LONG WILL YOU HOLD MY DATA?

- I will retain your Personal data for the length of time required by law for the specific purposes for which it was collected, usually 7 years after the date of your treatment or for 7 years after you have reached the age of 18 if you are/were under 18 when your treatment took place. Please note that different laws may require data to be kept for different periods of time.
- You may also request the deletion of your personal data at any point using the contact details above.
- My lawful basis for processing this personal information is 'contract'. This means that I have a legal reason to ask you for your data because I need it for contractual reasons. You do not have to share your personal data with me, but if you do not I cannot offer you a treatment. You must fulfil your side of the contract (share your personal information) in order for me to fulfil mine (carry out treatment).

## WHO CAN I COMPLAIN TO IF I FEEL YOU ARE NOT HANDLING MY DATA CORRECTLY?

Please contact me if you have any questions about this privacy policy or the information I hold on you, you can do this by email <a href="mailto:mandy.greenbanana@gmail.com">mandy.greenbanana@gmail.com</a>. If you believe I am not handling your data correctly you have a right to make a complaint, this should be sent to me using the above contact details. If you are unhappy with my response you should then contact the ICO (Independent Commissioner's Office) by contacting them or using the following web page <a href="https://ico.org.uk/concerns/">https://ico.org.uk/concerns/</a>.

I also refer you to <u>wix.com</u> privacy policy which refers to data collected by them from 'users of users' of their websites **https://www.wix.com/about/privacy** 



# Mandy Hurworth <a href="mailto:mandy.greenbanana@gmail.com">mandy.greenbanana@gmail.com</a>

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#### **COOKIES POLICY**

Please read this Cookies Policy carefully before you start to use this website My site uses cookies to provide the services and features offered on my website and to improve your user experience. By using my site, you consent to the use of cookies.

#### WHAT ARE COOKIES

– small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better.

#### **HOW I USE COOKIES**

There are 'necessary' cookies which enable core functionality such as security/network management/accessibility, and 'analytics' cookies. I use cookies to collect anonymous data on how visitors use my site (such as numbers, where from, time spent, pages viewed, visitor returns). This helps me improve the site. It informs me which content is most popular and which content is least popular.

- I use cookies to help keep my website secure so that it is safe for you to browse.
- I use cookies to enable you to easily share pages or blog posts on social media.
- I use cookies for advertising and marketing purposes.
- I use marketing platforms such as Google and Facebook to occasionally show you adverts for our products and services which I think might interest you.

By using my website, you are consenting to the placing of cookies on your devices for these purposes. If you do not consent, you must disable cookies in your browser and all your devices. This may stop my website from functioning properly on your device. If you use your browser settings to block all cookies (including necessary cookies) you may not be able to access all or parts of my site.

#### **HOW YOU CAN MANAGE YOUR COOKIES**

The browsers of most computers, smartphones and other web-enabled devices are typically set up to accept cookies. If you wish to amend your cookie preferences for this website or any other websites, the most effective way to do this is to disable cookies via your web browser settings. Your browser's 'help' function will tell you how to do this. Please note: if you use multiple internet browsers/computers/mobile devices, you'll need to update your settings on each in order to disable cookies completely.

However, please remember that cookies are often used to enable and improve certain functions on websites. If you choose to switch certain cookies off, it is likely to affect how my website works for you.

More information about cookies and third party websites can be found here **allaboutcookies.org** and **http://www.networkadvertising.org/** 

If you would like to prevent data being used by Google Analytics you can download and install the Google Analytics opt-out browser add on from <a href="https://tools.google.com/">https://tools.google.com/</a> dlpage/gaoptout.

You can control the information Google uses to show you ads here: <a href="https://">https://</a>

adssettings.google.com/