

WISE Mental Fitness Ltd

GDPR Compliance & Privacy Policy

Updated October 2022

Company contact details

Name: Jacqueline Weeks (Company Director)

Address: 6 Newby Garth, Alwoodley, Leeds LS17 8SY

Phone Number: 07515 008972

E-mail: info@visementalfitness.com

The type of personal information we collect

We currently collect and process the following information:

- Contact details and associated pre-coaching questionnaire responses for our clients
- Name and email addresses for mailing list subscribers

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by our clients as part of our contracting processes.

At times we also receive personal information indirectly, for example when Managers share information about their employees ahead of a training/coaching day.

We use this information to ensure that we are providing relevant and up-to-date resources suitable to the needs of our clients and event attendees.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Jacqueline Weeks, 07515 008972.

(b) We have a contractual obligation.

How we store your personal information

Client information is securely stored on our Canva cloud account. Only one record exists per client - all other references including our client-coach shared reflection document remain anonymous, using a non-identifiable code.

We keep our client database for 5 years. We will then delete this electronic data.

Our mailing list is held in MailChimp - receivers of our communications opt in and have the ability to unsubscribe at any time using the link at the bottom of each communication.

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 information.

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

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

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

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

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@visementalfitness.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us in writing at 6 Newby Garth, Alwoodley, Leeds LS17 8SY.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>