

The Wellbeing Hub

Internet Privacy & Cookie Policy

Effective from 9th August 2021

Last updated 9th August 2021

Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

This is the internet privacy policy for thewellbeinghub.me (the “Website”) effective from 13 December 2018.

This website is the property of The Wellbeing Hub. The privacy of all visitors to this Website is important to us. This privacy and cookies policy explains regarding certain privacy matters and the use of cookies on this Website.

This policy covers all data that is shared by a visitor with us whether directly via thewellbeinghub.me or via email. This policy provides an explanation as to what happens to any personal data that you share with us, or that we collect from you either directly via this Website or via email. For the purpose of the Data Protection Act 1998 our data controller is The Wellbeing Hub. For any enquiries or requests regarding data collection please email info@thewellbeinghub.me.

1. Information we may collect from you

We may collect and process the following information about you:

a) Information you provide to us:

You may provide us with information by filling in forms on our website(s) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you use the ‘Contact’ form or you report a problem with our site.

The personal information you provide may include your name, address, e-mail address and phone number. By providing us with this information, you expressly consent to our use of your sensitive personal information in accordance with this privacy policy.

b) Information we may collect about you:

When you visit our website we may automatically collect and process details of your visits to our Website and the resources that you access including, but not limited to products you view, traffic data, location data, weblog statistics and other communication data.

2. Use of cookies

‘Cookies’ are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit.

We use cookies on our website for user experience, insights and measurement.

Our cookies collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service. We also use cookies to temporarily store your product basket.

Your browser or device may offer settings that allow you to choose whether browser cookies are set and to delete them. For more information about these controls, visit your browser or device's help material.

3. Information we receive from other sources

We use third party vendors and hosting partners to provide the necessary equipment required to run the service and may receive information about you from them. Specifically: Google Analytics and Facebook. This may be combined with other information you provide to us, as described above.

4. How is your information used?

We may use your information to help fulfil our services, to:

- Provide you with information requested from us relating to our products or services and to provide information on other products which we feel may be of interest to you if you have consented to receive such information.
- To meet our contractual commitments to you.
- To notify you about any changes to our Website, such as improvements or service/product changes, that may affect our service.
- If you are an existing customer, we may contact you with information about goods and services similar to those which were the subject of a previous sale to you.
- We may use your information for marketing, to:
Measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you, which may be based on your activity on our website; and to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them, which may be based on your activity on our website.

5. Storing your personal information

The Wellbeing Hub collects data and stores it. We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

6. Your rights

You have the right to ask us not to process your personal information for marketing purposes. You can also exercise the right at any time by contacting us at info@thewellbeinghub.me

7. Access to information

The Data Protection Act 1998 gives you the right to access the information that we hold about you. Please note that any demand for access may be subject to payment of a fee of £10 which covers our costs in providing you with the information requested. Should you wish to receive details that we hold about you please contact us using the contact details below.

8. Contacting us

We welcome any queries, comments or requests you may have regarding this policy please do not hesitate to contact us at info@thewellbeinghub.me.