

# Calm Minds Healthcare Privacy Policy

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

## TOPICS:

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- Marketing
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## WHAT DATA DO WE COLLECT?

Calm Minds Healthcare collects the following data:

- Personal identification information (Name, email address, phone number, etc.)

## HOW DO WE COLLECT YOUR DATA?

You directly provide Calm Minds Healthcare with most of the data we collect. We collect data and process data when you:

- Voluntarily complete our contact us sign up form
- Use or view our website via your browser's cookies.
- Voluntarily use our messaging tool

## HOW WILL WE USE YOUR DATA?

Calm Minds Healthcare collects your data so that we can:

- Contact you at your request about the services we offer
- Email you with special offers and information we think you might like

## HOW DO WE STORE YOUR DATA?

Calm Minds Healthcare securely stores your data electronically with password protection and under limited access to senior staff. Calm Minds Healthcare will keep your Personal Identification data for 7 years. Once this time period has expired, we will delete your data by removing it from our database.

## MARKETING

Calm Minds Healthcare would like to send you information about products and services of ours that we think you might like. If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop Calm Minds Healthcare from contacting you for marketing purposes or giving your data to other members of the Our Company Group.

If you no longer wish to be contacted for marketing purposes, please [click here](#).

## WHAT ARE YOUR DATA PROTECTION RIGHTS?

Calm Minds Healthcare would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to request copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** - You have the right to request that Calm Minds Healthcare correct any information you believe is inaccurate. You also have the right to request Calm Minds Healthcare to complete information you believe is incomplete.

**The right to erasure** - You have the right to request that Calm Minds Healthcare erase your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that Calm Minds Healthcare restrict the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to Calm Minds Healthcare's processing of your personal data, under certain conditions.

**The right to data portability** - You have the right to request that Calm Minds Healthcare transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [hello@calmmindshealthcare.com](mailto:hello@calmmindshealthcare.com)

Call us at: 0161 439 7773

Or write to us: Lloyds House, 22 Lloyds Street, Manchester. M2 5WA

## WHAT ARE COOKIES?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## HOW DO WE USE COOKIES?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

## WHAT TYPES OF COOKIES DO WE USE?

There are a number of different types of cookies, however, our website uses:

- **Functionality** - Calm Minds Healthcare uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** - Calm Minds Healthcare uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Calm Minds Healthcare sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when

you visit another website, you may be shown advertising based on your browsing patterns on our website.

#### **HOW TO MANAGE COOKIES**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

#### **PRIVACY POLICIES OF OTHER WEBSITES**

The Calm Minds Healthcare website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

#### **CHANGES TO OUR PRIVACY POLICY**

Calm Minds Healthcare keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 1st September 2022

#### **HOW TO CONTACT US**

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [hello@calmmindshealthcare.com](mailto:hello@calmmindshealthcare.com)

Call us: 0161 439 7773

Or write to us at: Lloyds House, 22 Lloyds Street, Manchester. M2 5WA

#### **HOW TO CONTACT THE APPROPRIATE AUTHORITY**

Should you wish to report a complaint or if you feel that Calm Minds Healthcare has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Contact: ICO

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

Call: 0303 123 113