



Privacy Policy

This privacy policy for The Old Post Office Wellbeing Hub (venue) and The Old Post Office C.I.C. (Organisation), describes how and why we might collect, store, use, and/or share ('process') your information when you use our services ('Services'), such as when you:

- Visit our website at <https://theoldpostofficewellbeinghub.godaddysites.com> or any website / social media page of ours that links to this privacy notice.
- Engage with us in other related ways, including any sales, marketing, or events.

Questions or concerns? Reading this privacy policy will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you have any questions or concerns, please contact us at anita.auer2021@outlook.com.

Summary of key points

What personal information do we need to process? When you visit, use or navigate our Services, we may process personal information depending on how you interact with The Old Post Office Wellbeing Hub, Organisation and the Services, the choices you make, and the products and features you use. Learn more about this in '*personal information you disclose to us*'.

Do we process any sensitive personal information? We do not process sensitive personal information.

Do we receive any information from third parties? We do not receive any information from third parties.

How do we process your information? We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with the law. We may process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so. Learn more about this in '*how we process your information*'.

In what situations and with which parties do we share personal information? We may share information in specific situations and with specific third parties. Learn more about this in '*when and with whom we share your personal information*'.

How do we keep your information safe? We have organisational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Learn more about this in '*how we keep your information safe*'.

What are your rights? Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information. Learn more about this in '*your privacy rights*'.

How do you exercise your rights? The easiest way to exercise your rights is by contacting us on anita.auer2021@outlook.com. We will consider and act upon any request in accordance with applicable data protection laws.

Want to learn more about what The Old Post Office Wellbeing Hub and Organisation does with any information we collect, please read *The Privacy Policy* in full.

1. What information do we collect?

Personal information you disclose to us

***In short:** We collect personal information that you provide to us.*

We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

Personal information provided by you. The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include the following:

- names
- date of birth
- phone numbers
- email addresses
- mailing address
- job title
- professional qualifications
- safeguarding information (e.g. DBS, safeguarding training, behaviours which we should be aware of, allergies / illnesses that we should be aware of)
- first aid training

Sensitive information – we do not process any sensitive information that is not needed for a specific activity or Service.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

2. How do we process your information?

***In short:** We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud protection, and to comply with law. We may also process your information for other purposes with your consent.*

We process your information for a variety of reasons, depending on how you interact with our Services, including:

- **To deliver and facilitate deliver of services to the user.** We may process your information to provide you with the requested service.
- **To respond to user inquiries/offer support to users.** We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- **To send administrative information to you.** We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information.

- **To fulfil and manage your orders.** We may process your information to fulfil and manage your orders, payments, returns, and exchanges made through the Services.
- **To enable user-to-user communications.** We may process your information if you choose to use any of our offerings that allow for communication with another user.
- **To protect our Services.** We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.
- **To comply with our legal obligations.** We may process your information to comply with our legal obligations, respond to legal requests, and exercise, establish, or defend our legal rights.

3. When and with whom do we share your personal information?

In short: We may share information in specific situations described in this section and/or with the following third parties.

We may share your personal information in the following situations:

- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

4. Do we use cookies and other tracking technologies?

In short: We may use cookies and other tracking technologies to collect and store your information.

We may use cookies and similar tracking technologies (surveys etc) to access and store information. Our website includes a 'cookie banner'.

5. How long do we keep your information?

In short: we may keep your personal information for as long as necessary to fulfil the purposes outlined in this privacy notice unless otherwise required in law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements. Your personal information will be removed from all records held by The Old Post Office Wellbeing Hub and the Organisation within seven days of receiving a request, by email, to anita.auer2021@outlook.com .

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

6. How do we keep your information safe?

In short: We aim to protect your personal information through a system of organisational and technical security measures.

We have implemented appropriate and reasonable technical and organisational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to

protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

7. Do we collect information from minors?

In short: *We do not knowingly collect data from or market to children under 18 years of age.*

We do not knowingly solicit data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 or that you are the parents or guardian of such a minor and consent to such minor dependent's use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at anita.auer2021@outlook.com.

8. What are your privacy rights?

In short: *You may review, change, or terminate your account at any time.*

If you are located in the EEA or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to the UK Data Protection Authority.

Withdrawing your consent: If we are relying on your consent to process your personal information, which we may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us on anita.auer2021@outlook.com.

However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, when applicable laws allow, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

Opting out of marketing and promotional communications: You can unsubscribe from any marketing and promotional communications at any time by emailing anita.auer2021@outlook.com; you will be removed from marketing lists within seven days. However, we may still communicate with you for non-marketing purposes.

Cookies and similar technologies: Most Web browsers are set to accept cookies by default. If you prefer, you can choose to set your browsers to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Services.

If you have any questions or comments about your privacy rights, you may email us on anita.auer2021@outlook.com.

This policy is approved and robustly endorsed by The Old Post Office Wellbeing Hub and the Organisation and is due for renewal every year.

Signed _____ *Anita Auer* _____ Mrs Anita Auer (GDPR officer)

Signed _____ *Paul Auer* _____ Mr Paul Auer (Director)

Date: 24.6.24

Due to be revised on 24.6.25