



NUTURE WELLNESS PRIVACY NOTICE

At Nurture Wellness, we are committed to protecting and respecting your privacy. This Privacy Notice explains when and why we collect personal information about people who make contact with us via email and any other forms of correspondence. It covers how we use this information, the conditions under which we may disclose it to others and how we keep it secure. This notice will be kept up to date in line with the Information Commissioners Office (ICO). By corresponding with Nurture Wellness, you're agreeing to be bound by this notice. Any questions regarding this notice and our privacy practices should be sent by email to info@nurturewellness.org.uk

Who we are

We are Nurture Wellness, a company that offers training to support mental health and wellbeing. Our vision is to improve the mental health of the nation.

How do we collect information from you?

We obtain information about you when you use MHFA England's website to register for a course that will be delivered by Nurture Wellness or when you contact the organisation directly via email.

When registering for a course through the MHFA England website you are asked to input your address, your address details are not accessed by Nurture Wellness, this information is kept securely with MHFA England and is used by MHFA England when resource packs are sent directly to you.

Personal or business address details obtained from you for invoice purposes are kept in a password protected file and will be securely kept for two years to allow for end of year financial accounts processing. Following this time period all information will be deleted securely.

What type of information is collected from you?

The personal information Nurture Wellness collects is your name, email address, invoice details and any additional support needs you may have. If you purchase a product from us, your payment is made by Direct Debit only and any bank details are processed through relevant banking systems. The only time when Nurture Wellness will hold any banking details relating to its customers is when a course is cancelled and a refund for course payment needs to be processed. This will be processed through HSBC banking system and once the process is complete all bank details will be deleted from Nurture Wellness files immediately.

Below is an in-depth summary of the different categories of data we may use.

- Communication Data that includes any communication that you send us via email. We process this data for the purposes of communicating with you and for record keeping. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us and to keep records.

- Customer Data that includes data relating to any purchases of goods and / or services such as your name, title, billing address, email address and purchase details. We process this data to supply the goods and / or services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and / or taking steps at your request to enter into such a contract.



Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own purposes, unless you have requested us to do so, or we are required to do so by law, for example, by court order or for the purposes of prevention of fraud or other crime.

Your choices

We will not contact you for marketing purposes unless you have given your prior consent.

How you can access and update your information

Under data protection laws you have rights in relation to your personal data. These rights include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and where the lawful ground of processing is consent, to withdraw consent. The accuracy of your information is important to us. If you change email address, or any other information we hold is inaccurate or out of date, or you wish to exercise any of the rights set out above, please email us at info@nurturewellness.org.uk

You will not have to pay a fee to access your personal data or to exercise any of the other rights. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances. We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data or to exercise any of your other rights. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask for further information in relation to your request to speed up our response. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case we will notify you.

Data security

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed or accessed without authorisation. We also allow access to your personal data only to those employees who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential. We will notify you and any applicable regulator of a data breach if we are legally required to do so.

Non-sensitive details (your email address etc.) are transmitted normally over the internet and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements. When deciding what the correct time is to keep data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements. For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

Review of this notice

We keep this Notice under regular review. This notice was last updated in October 2021.