

# Privacy Policy

At the Clarity Therapy Centres LTD, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email [info@claritytherapycentre.com](mailto:info@claritytherapycentre.com). Alternatively, you can telephone 020 8067 8398

## Who are we?

We're Clarity Therapy Centres LTD, a company specialising in therapy room hire for qualified and registered professionals. Providing therapy rooms as well as administrative services such as booking systems and diary management for the external companies. We also rent the Clarity Studio and sell items in our online shop.

## How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about our services, or if you register to receive our regular newsletters.

## What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

## How is your information used?

We may use your information to:

- § to carry out our obligations arising from any contracts entered into by you and us;
- § seek your views or comments on the services we provide;
- § notify you of changes to our services;
- § send you communications which you have requested and that may be of interest to you. These may include information about campaigns, blog posts and promotions of our associated companies services;

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations.

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.

## **Who has access to your information?**

Therapy Centre sessional hire users and Clarity Therapy Centre staff have access to the booking system and can see the appointments made. The Clarity Therapy Centres LTD only take your name, email and appointment details. We do not keep notes on your treatment. Treatment notes are the responsibility of the therapist/ company providing the treatment. The Clarity Therapy Centres LTD users and its hired staff do not have access to that information.

We will not sell your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf or the behalf of the companies working within our premises. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond Clarity Therapy Centres LTD for them to use for their own direct marketing purposes, unless you have requested us to do so, or where we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

## **Your Choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, about us, our services, and promotions, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [info@claritytherapycentre.com](mailto:info@claritytherapycentre.com) or telephone on 02080678398

## **How you can access and update your information**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change your email address, or any of the other information we hold is inaccurate or out of date, please email us at: [info@claritytherapycentre.com](mailto:info@claritytherapycentre.com) or write to us. Alternatively, you can telephone 02080678398.

You have the right to ask for a copy of the information we hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

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.

## **Profiling**

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

## **Use of 'cookies'**

Like many other websites, our website uses 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. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we may use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

## **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in January 2020.