

# Privacy Notice

This is the privacy notice of Rudina Doci ('I', 'me', 'my', 'mine').

My business address is 51 Dartmouth Road, Forest Hill, London, SE23 3HN.

If you have any concerns about this notice or your privacy, please tell me. You can contact me by post at my business address, or through the form on the contact page on this website.

## Introduction

This privacy notice informs you about how I process information that I collect from you or that you provide to me. It covers information that could identify you ('personal information') and information that could not. In the context of the law and this notice, 'process' means collect, store, transfer, use or otherwise act on information.

This policy complies with the Data Protection Act 2018 (the Act) accordingly incorporating the EU General Data Protection Regulation (GDPR).

## 1. Types of information I process

All personal information that I process is provided by you.

When you book an appointment, I ask you to provide:

- 'identity information' - your first and last names; and
- 'contact information', such as your telephone number and your email address.

If you contact me or I contact you, I may record communication between us, including messages sent through this website, email messages and telephone conversations.

In addition, I collect information that, if combined with other information I have about you could be personal information. This includes:

- 'technical information' about the hardware and the software you use to access this website, including your internet protocol (IP) address, your browser type and version and your device's operating system;
- 'usage information', including the frequency you use this website and the pages that you visit; and

- ‘marketing preferences’ that tell me what types of marketing you would like to receive, specifically, whether you consent to use of non-essential cookies.

## **2. The bases on which I process personal information**

The law requires me to determine under which of six defined bases I process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which I process your personal information is no longer relevant then I shall immediately stop processing your data.

If the basis changes then if required by law I shall notify you of the change and of any new basis under which I have determined that I can continue to process your information.

## **3. Contractual obligation**

If you make an appointment with me, I process your identity information and contact information on the basis of ‘Contractual Obligation’ – that you intend that you and I enter into a contract for services.

## **4. Consent**

Through actions when otherwise there is no contractual relationship between us, such as when you contact me for any other purpose than to make an appointment, I reasonably presume that you give your consent for me to reply to you. As such, I process your personal information on the basis of ‘Consent’.

I continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by telling me. However, if you do so, you may not be able to use this website or my services further.

## **5. Legitimate interests**

I may process information on the basis of 'Legitimate Interest' where I determine that one exists either to you or to me.

Where I process your information on this basis, I do so after having given careful consideration to:

- whether the same objective could be achieved through other means, such as with your consent;
- whether processing (or not processing) might cause you harm; and
- whether you would expect me to process your data, and whether you would, in the round, consider it reasonable to do so.

For example, I may process your data on this basis for the purposes of record-keeping for the proper and necessary administration of my business; or protecting and asserting the legal rights of any party.

## **6. Information I process because I have a legal obligation**

Sometimes, I must process your information in order to comply with a statutory obligation.

For example, I may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

## **Other matters**

## **7. Cookies**

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit a website that uses them. They allow information gathered on one web page to be stored until it is needed for use at a later date.

They are commonly used to provide you with a personalised experience while you browse a website, for example, allowing your preferences to be remembered.

They can also provide core functionality such as security, network management, and accessibility; record how you interact with the website so that the owner can understand how to improve the experience of other visitors; and serve you advertisements that are relevant to your browsing history.

Some cookies may last for a defined period of time, such as one visit (known as a session), one day or until you close your browser. Others last indefinitely until you delete them.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use. Your web browser may support a plug-in or add-on that helps you manage which cookies you wish to allow to operate.

The law requires you to give explicit consent for use of any cookies that are not strictly necessary for the operation of a website.

This website is hosted by Wix, which uses cookies for a number of different reasons including for security purposes; for monitoring the performance of this website; and for providing a good experience for visitors. You can read more about how Wix uses cookies at <https://support.wix.com/en/article/cookies-and-your-wix-site>

## **8. Data may be processed outside the European Union**

My business is based in the UK.

My website hosting provider, Wix, is based in Israel. Israel is considered by the European Commission to offer an adequate level of protection for the personal information of EU Member State residents.

Your personal information may be stored through Wix's data storage, databases and the general Wix applications. Data is stored on secure servers behind a firewall.

Your data may be maintained, processed and stored by Wix and their authorised affiliates and service providers in the United States of America, in Europe (including in Lithuania, Germany and Ukraine), in Israel, and in other jurisdictions as necessary for the proper delivery of their services and/or as may be required by law.

Wix affiliates and service providers that store or process your data on Wix's behalf are each contractually committed to keep it protected and secured, in accordance with industry standards and regardless of any lesser legal requirements which may apply in their legal jurisdiction.

Wix's full privacy policy can be viewed at: <https://www.wix.com/about/privacy>

## **9. Control over your own information**

It is important that the personal information I hold about you is accurate and current. Please keep me informed if your personal information changes.

At any time, you may contact me to request that I provide you with the personal information I hold about you.

When I receive any request to access, edit or delete personal identifiable information I shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

## **10. Complaining**

When I receive a complaint, I record all the information you have given to me.

I use that information to resolve your complaint.

If your complaint reasonably requires me to contact some other person, I may decide to give to that other person some of the information contained in your complaint. I do this as infrequently as possible, but it is a matter for my sole discretion as to whether I do give information, and if I do, what that information is.

If a dispute is not settled then I hope you will agree to attempt to resolve it by engaging in good faith with me in a process of mediation or arbitration.

## **11. Retention period for personal data**

I keep your personal information only for as long as required:

- to provide you with my services;

- to comply with other law, including for the period demanded by tax authorities; and
- to support a claim or defence in court.

## **12. Review of this privacy policy**

I may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on this website on the day you use it. You are advised to print a copy for your records.