

# AEB Wellness Privacy Policy

## **Our contact details**

Name: Victoria Holtom

Address: Perry Orchard, Long Marston, Stratford upon Avon, CV37 8FL

Phone Number: 07769693621

E-mail: [Vicki@aebwellness.net](mailto:Vicki@aebwellness.net)

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Date of Birth (dob) and age
- Specific health related information

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Ability to contact you directly to discuss your case and follow up on progress and/or changes.
- Compile information pertaining to your individual health plan

**[If applicable]** We also receive personal information indirectly, from the following sources in the following scenarios:

- A parent or guardian if the customer is under the age of 16, consent is granted at initial consultation

We use the information that you have given us in order to

- Facilitate a detailed report of your health and lifestyle that will be the foundation of a programme designed to assist you in understanding and resolving identified health concerns.

We do not share this information with any third parties or external organisations.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Vicki@aebwellness.net**

**(b) We have a contractual obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

## **How we store your personal information**

Your information is securely stored.

AEB Wellness will keep all levels of information given to us for a period of 3 years from the time of your last visit/consultation, ALL information will then be deleted/erased from our secure folders and hard document storage.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [vicki@aebswellness.net](mailto:vicki@aebswellness.net) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [vicki@aebswellness.net](mailto:vicki@aebswellness.net)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>