**Bournemouth Clear Ear Clinic Privacy Notice**

**Our contact details**

Name: Linda Gillespie

Address: Castle Lane Clinic, 2 Crantock Grove, Bournemouth, BH8 0HS

Phone Number: 07938 608471

E-mail: linda-gillespie@hotmail.co.uk

**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)

**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, either through our webpage booking or contact forms or in person. We get this information to provide you with our ear cleaning services

We use the information that you have given us to verify your identity and provide you with our services.

We may share this information with legal authorities if required to by law.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is Legitimate Interest

**How we may use the information we collect.**

*Information from contact enquiry*

We use your name and email to contact you in the first instance to arrange an appointment.

We hold your name and contact details (as specified above) in our webpage booking system – The only time we delete someone’s file from here is when an individual passes away or no longer is with company/uncontactable. You can contact us and have your details removed from this at any time.

*Information from “leave a review”*

We display your name against your testimonial on some pages of our website.

*Information from online sales*

We use the information about you and the sale to ensure your booking is correct and to provide you with ours services.

*Cookies*

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

Google Analytics

Google Analytics store some data about every visitor to our website, we can then view this data to see, for example, which dates and times our visitors are most likely to look at the page. Google Analytics does not store any personal information, for example, it is impossible for it to know your name or address – the data we can see about who visited the website is anonymous. You can opt out of Google Analytics by following this link https://tools.google.com/dlpage/gaoptout/. You can read Google’s privacy policy here https://policies.google.com/privacy?hl=en.

**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 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 the details above 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 linda-gillespie@hotmail.co.uk.

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>