

## **Time for Tranquillity Privacy Policy**

### **Our contact details**

Name: G John

E-mail: [contact@timefortranquillity.me.uk](mailto:contact@timefortranquillity.me.uk)

Website: [www.timefortranquillity.me.uk](http://www.timefortranquillity.me.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)
- Online identifiers (for example IP addresses and information from cookies)
- Payment information (for example, credit or debit card details)
- How you use our website (for example pages viewed, products and services purchased)

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

### **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:

- From your use of our website, using cookies
- To enquire about and/or book appointments
- To receive treatment sessions from us

We collect non-personal and personal Information for the following purposes:

- To provide and operate the services, including order processing and providing treatment sessions

- To provide our users with ongoing customer assistance and technical support to contact our visitors and users with general or personalised service-related notices and promotional messages
- To advertise our goods and services
- To create aggregated statistical data and other aggregated and/or inferred non-personal information, which we may use to provide and improve our respective services
- To comply with any applicable laws and regulations

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

We may share this information with third parties only to the extent necessary to our service providers, to fulfil any professional and contractual obligations, or where required by law. This may include sharing your personal information with your GP or other medical professional if we believe it is necessary to protect your health.

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 [contact@timefortranquillity.me.uk](mailto:contact@timefortranquillity.me.uk)**

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

**(c) We have a legal obligation.**

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

Your information is stored securely.

We keep your information for no longer than necessary for the purposes of fulfilling our obligations under a contract with you and to comply with any legal obligations such as record keeping for insurance purposes.

To comply with insurance requirements, your correspondence and records are kept for six years after the final date you have dealings with us, after which we will securely dispose of your information. Where the client is a child, the information will be retained for six years after they reach the age of 18.

We retain the information you used to sign up for our mailing list for as long as you remain subscribed or if we decide to cancel our service, whichever comes earlier.

[www.timefortranquillity.me.uk](http://www.timefortranquillity.me.uk) is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

## Use of Cookies

Cookies are small pieces of data stored on a site visitor's browser. They are typically used to keep track of the settings users have selected and actions they have taken on a site.

Wix uses cookies for important reasons, such as:

- To provide a great experience for visitors and customers
- To identify registered users
- To monitor and analyse the performance, operation and effectiveness of Wix's platform
- To ensure its platform is secure and safe to use

The following cookies may be used on our Wix website:

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	12 months	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential

bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.X	Used for stability/effectiveness measurement	12 months	Essential
wixLanguage	Used on multilingual websites to save user language preference	12 months	Functional

Our website includes a cookie banner where you can give your consent to, or opt out of, non-essential cookies being placed on your device.

The following links explain how to access cookie settings in various browsers:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

You can find more detailed information about cookies and adjusting your browser settings by visiting [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 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 at [contact@timefortranquillity.me.uk](mailto:contact@timefortranquillity.me.uk) if you wish to make a request.

We reserve the right to modify this privacy policy at any time.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [contact@timefortranquillity.me.uk](mailto:contact@timefortranquillity.me.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>