

Reflotherapies Data Protection Policy

This policy sets out the basis on which we will process any Data we collect from you, or that you provide to us.

A key requirement of UK Data Protection law is that we have a lawful basis for each aspect of processing of your Data.

1. Where Data is collected for the purpose of fulfilling a contract with you, we will use your Data on the basis that processing is necessary to fulfil that contract, which may include the following types of processing:

- 1a. To deliver goods/ services which have been ordered by you;
- 1b. To carry out our obligations arising from any contract entered into between you and us (including for the purposes of debt collection); and
- 1c. To notify you about changes to our service.

1d. To provide you with information, products or services that you request from us or which we feel may interest you where you have consented to be contacted for such purposes;

We will never sell your information to third parties.

Where we store your Data

2. We will take all steps reasonably necessary to ensure that your Data is treated securely and in accordance with UK Data Protection law.

3. Any payment transactions will be encrypted by our payment provider which provides secure telephone and online payment gateways.

4. The Data that we collect from you will be transferred to, and stored at, a destination inside the European Economic Area (“EEA”).

5. Unfortunately the transmission of information via the internet is not completely secure.

Although we will do our best to protect your Data, we cannot guarantee the security of your Data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

6. In order to exercise any of your rights (see below), please write to us or contact us by telephone or email us using the details set out on our website.

6a You have the right to ask us not to process your Data for marketing purposes. You may object to our use of your Data for marketing purposes contacting us and informing us that you object to our processing of your Data for marketing purposes.

6b. In respect of processing which we carry out on the basis that we have a legitimate interest, you may object to our processing for specified purposes or at all at any time. You may object by contacting us and informing us that you are objecting to processing for one or more of the purposes for which we have legitimate interest to process your Data.

6c. In respect of processing which we carry out on the basis that you have given consent, you have the right to withdraw consent to our processing for specified purposes or at all at any time. You may withdraw consent by contacting us and informing us that you are withdrawing your consent for one or more of the purposes for which consent was given.

6d. You may request to have any incorrect information corrected or to have your information deleted.

6e. You have the right to request a copy of information held about you by us.

6f. In certain circumstances, you have the right to require us to erase your Data without undue delay.

6g. You have the right to request that your Data is made portable for the purposes of transferring Data to another supplier in relation to:

Data which you have provided to us;

Data which is processed on the basis of your consent or the performance of a contract; and

Data which is processed by automated means.

Your right to lodge a complaint

7. We will endeavour to only use Data that is relevant to our purpose and to ensure your Data is kept secure, however sometimes errors occur. If you wish to raise a complaint on how we have handled your Data, you can contact us and we will investigate the matter.

If you are not satisfied with our response or believe we are not processing your Data as required by law, you can contact the Information Commissioners Office on 0303 123 1113.

Changes to our privacy policy

8. Any changes we make to our privacy policy in the future will be posted on our website, and where practicable, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.