

Website Privacy Policy

Your privacy is important to us. Please read this privacy notice carefully as it contains important information including:

- who we are;
- how and why, we collect, store, use, and share your personal information;
- your rights in relation to your personal information; and
- how to contact us and supervisory authorities in the event you have a complaint.

1. Who we are?

Calm for Kids is the trading name of Christiane Kerr and Christiane Kerr is the data controller and is responsible for your personal information.

2. Sensitive data

We may process information about your health or any criminal convictions , for example to comply with our obligations under health and safety law. Where the processing is to provide a service to you, we will always ask for your agreement. If you are not happy for us to have this information you do not have to agree, and you can change your mind at any time, but this may mean that we are unable to provide a particular service to you.

3. Grounds for using your personal information

We will only use your personal information when legally permitted. For example:

Where we need to perform the contract between us

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal ground for processing your personal information, other than in relation to sending marketing communications to you via email or text message.

You have the right to withdraw consent to marketing at any time by emailing us at info@calmforkids.com

4. Personal information we collect and use

a. *Information collected by us*

We may collect and use the following categories of information:

- **Contact and identification:** when you sign up for emails or free gifts, register for a course or presentation, leave comments, order a service, fill out any type of form, access private membership pages, or otherwise contact Calm For Kids via an online form or email we may collect the following:
 - your name, email, address, phone number, and billing information.
- **Session and device details:** when you use our website we may collect domain information, your numerical IP address, the type of browser you use, the pages you view, and the files you request. We may also use “cookies” (small files saved on your hard drive by your web browser) to analyse website and advertisement performance, track user patterns, save information from your previous visits and customise your experience.

b. *Information collected from other sources*

We may also obtain your personal information from other sources, such as Google **Forms**.

5. How we use your personal information

Contact and identification details: We use your contact details to send you emails, respond to your queries, manage bookings and take payment for services delivered.

Session and device details: We may use session and device details to manage access to our network, to make our website easier to use and to alert you about bookings

6. Sharing your personal information

We respect your privacy and will never sell your personal information to third parties.

We do, however, share your personal details such as your name, payment details & delivery address details (if applicable) with third-party suppliers such as credit card processors.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

7. International transfers

Countries outside of the UK and the European Economic Area (EEA) do not always offer the same levels of protection to your personal information, and so there are prohibitions on transfers of personal information outside of the UK and the EEA unless the transfer meets certain criteria.

Some of our third party service providers are based outside the UK and the EEA so their processing of your personal information will involve a transfer of data outside the UK and the EEA.

Whenever we transfer your personal information out of the UK and EEA, we do our best to ensure a similar degree of security of data by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal information to countries that have been deemed to provide an adequate level of protection for personal information by the European Commission or the UK; or
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission or the UK;

If the above safeguards are not available, we may request your explicit consent to the specific transfer, you will have the right to withdraw this consent at any time.

8. How long we keep your personal information

The periods for which we retain your information depend on the purpose for which we collected it and how we use it.

We will not retain your personal information for longer than is necessary for our business purposes or for legal requirements.

9. Your rights

If you want to unsubscribe from receiving emails from us, you may do so at any time. All e-mails will include instructions for unsubscribing from e-mail communications.

Please note that, even if you opt out of receiving marketing messages, we may still send you service-related communications where necessary.

Under certain circumstances, you have rights under data protection laws in relation to your personal information. These include the right to:

- Request access to your personal information.
- Request correction of your personal information.
- Request erasure of your personal information.
- Object to the processing of your personal information.
- Request restriction of processing your personal information.
- Request transfer of your personal information.
- Right to withdraw consent.
-

You can see more about these rights at :

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at info@calmforkids.com

You will not have to pay a fee to access your personal information (or to exercise any of the other rights).

However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. Security

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable authorities of a suspected data security breach where we are legally required to do so.

It is important to understand that no security measures are absolute. We cannot guarantee the safety of any information you provide to us.

11. Complaints

We hope that we can resolve any question or concern you raise about our use of your information.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the relevant supervisory. If you live in the UK this is the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you

12. Cookies

When you visit one of our websites, we may send you a cookie. A cookie is a small file that can be placed on your computer's hard disk or mobile device for record keeping purposes and we may use them to do a number of things:

Cookies help us to recognise you when you next visit one of our websites and note the advertisements displayed to you. This allows us to tailor the advertisements we provide to your preferences. We may use the services of third party ad servers for this purpose.

Cookies may be used to compile anonymous statistics related to the take up or use of services, or to patterns of browsing. A third party collects such data on our behalf to measure web site performance. Information collected is aggregated for reporting purposes. No personally identifiable information is collected by this service. The use of this service assists us in measuring and improving the structure and ease of use of our web sites.

If you do not wish to use cookies, you may de-activate cookies in your web-browser or reject the creation of cookies.

13. Changes

This policy is effective as of 27.02.2024. We may change, modify or update this Privacy Policy at any time and will notify you of any fundamental changes by email..

14. How to contact us

If you have any questions or concerns about this Privacy Policy, the information we hold about you, or you wish to exercise any of your rights, please contact Christiane Kerr, Owner, 1A Cornwall Grove, London W4 at info@calmforkids.com.

15. **Extra help?**

If you would like this notice in another format (for example: audio or large print) please contact us (see “How to contact us” above).

Policy Last Updated 27.02.2024.