

Privacy Notice: Use of information

Mindismatter.com cares about your privacy. For this reason, we collect and use personal data only as it might be needed for us to deliver to you our services & products. Your personal data includes information such as:

- Name
- Email address
- Contact number
- Date of Birth
- Other data collected that could directly or indirectly identify you.

Our Privacy Policy is intended to describe to you how and what data we collect, and how and why we use your personal data. It also describes options we provide for you to access, update or otherwise take control of your personal data that we process

Contact details of the person responsible for taking the lead on compliance: Mind Is Matter Ltd. omar@mindismatter.com. Is also responsible for personal data, information on procedures dealing with both internal and external access requests and how the information collected is used.

Under the General Data Protection and Retention (2018) legislation, regarding how your personal data is processed, all individuals have;

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

Please note that mindismatter.com does not use automated decision-making tools, including profiling.

Website visitors

When an individual visits <https://mindismatter.com/>, we use Google analytics who are considered a third party service, to collect information about what visitors do when they click on the website, e.g. which page they visit the most. Google analytics only collect non-identifiable data which means we or they cannot identify who is visiting. Mind Is Matter Ltd will always be transparent when it comes to collecting personal data and will be clear about how that data is processed.

Squarespace & Godaddy

Squarespace & Godaddy are a third-party service that hosts mindismatter.com website. Squarespace & Godaddy also use anonymised data to collect visitor information such as how long an individual remains on a page of a website. Squarespace & Go daddy privacy notices can be found here for further information: <https://www.squarespace.com/privacy>

<https://mindismatter.com/>

Mind Is Matter Ltd

https://uk.godaddy.com/agreements/showdoc.aspx?pageid=PRIVACY&countryview=1¤cytype=GBP&isc=gcouuk53&slid=&pgrid=40167328224&ptaid=kwd-88659201&mkwid=sXCQ4rIZ6_pcrd_265700740311_pkw_godaddy_pmt_e_pdv_c_&gclid=EALalQobChMlj_qB5YSD2wIVCr7tCh0HuQXMEAAAYASAAEgL74vD_BwE

Social Media

Mind Is Matter Ltd uses third-party providers, Facebook, Instagram, Youtube for its social media interactions. Any messages sent to the inbox of social media accounts are stored by the relevant provider. Their Privacy notices can be found here:

<https://www.facebook.com/policy.php>

https://help.instagram.com/519522125107875?helpref=page_content

https://www.youtube.com/static?template=privacy_guidelines&gl=GB

Mass Mailing Providers:

Mind Is Matter Ltd uses a third party mailing provider, Mailchimp for it's sharing of news, updates and upcoming training, courses, talks and events. Mailchimp privacy notice can be found: <https://mailchimp.com/legal/privacy/>

Stripe Payments:

Mind Is Matter Ltd. Uses occasional third party payment systems for ease of online payments from International clients.

Data Processing

What are the lawful basis for processing data at Mind Is Matter Ltd?

Consent in relation to communication: the individual has given clear consent for their data to be processed for the specific purpose/s discussed and agreed upon.

Processing is necessary in order to establish the contract of service delivered to the individual or of another natural person;

1. Processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation shall be prohibited.

2. Paragraph 1 shall not apply if one of the following applies:

(h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;

3. Personal data referred to in paragraph 1 may be processed for the purposes referred to in point (h) of paragraph 2 when those data are processed by or under the responsibility of a professional subject to the obligation of professional secrecy under Union or Member State law or rules established by national competent bodies or by another person also subject to

<https://mindismatter.com/>

Mind Is Matter Ltd

an obligation of secrecy under Union or Member State law or rules established by national competent bodies.

This means that Mind Is Matter Ltd does not require consent to hold your data to provide a service but does require your consent to contact you for specific purposes. Participating in the service by attending more than one appointment implies that you agree with the Terms and Conditions provided to you at the commencement of service delivery.

Description of processing

The following is a broad description of the way this organisation/data controller processes personal information. Clients wishing to understand how their own personal information is processed may choose to read the FAQ's / Terms and Conditions, which compliments the policies detailed here.

Reasons/purposes for processing information

Mind Is Matter Ltd processes personal information to enable the provision of workshops/ training & seminars, to advertise services, to provide individual 1-2-1 sessions and to maintain accounts and records.

Type/classes of information processed

Mind Is Matter Ltd processes information relevant to the above reasons/purposes. This information may include:

- personal details
- family, lifestyle and social circumstances
- goods and services
- financial details
- employment and education details

Mind Is Matter Ltd also processes sensitive classes of information that may include:

- physical or mental health details
- racial or ethnic origin
- religious or other beliefs of a similar nature
- offences and alleged offences

Mind Is Matter Ltd processes personal information about:

- clients
- suppliers
- business contacts
- professional advisers
- supervisors

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Data Breach

All personal and sensitive data held by Mind Is Matter Ltd is held securely. Electronic data stored on a computer is stored on a password protected computer. This supports the ability to retrieve data in the event of faults. Hardcopy data is scanned onto the computer and then shredded and disposed of.

In the case of a data breach Mind Is Matter Ltd shall comply with the regulations set out under Article 33 of the GDPR;

1. In the case of a personal data breach, the data controller shall without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the ICO, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of the individual. Where the notification to the ICO is not made within 72 hours, it shall be accompanied by reasons for the delay.

2. The notification referred to in paragraph 1 shall at least:

(a) describe the nature of the personal data breach including where possible, the approximate number of data subjects concerned and the categories (e.g. sessions notes, phone numbers) and approximate number of personal data records concerned;

(b) communicate the name and contact details of the data controller where more information can

be obtained;

(c) describe the likely consequences of the personal data breach;

(d) describe the measures taken or proposed to be taken by the controller to address the personal data breach, including, where appropriate, measures to mitigate its possible adverse effects.

4. Where, and in so far as, it is not possible to provide the information at the same time, the information may be provided in phases without undue further delay.

5. The controller shall document any personal data breaches, comprising the facts relating to the personal data breach, its effects and the remedial action taken. That documentation shall enable the supervisory authority to verify compliance with this Article.

6. In the event that a data breach will likely cause a risk to the rights and freedoms of client data, the data controller must communicate the nature of the breach in clear, concise and plain language, to the client/s involved, without delay.

7. If a breach occurs but the data controller has gone to appropriate lengths to protect the data held on the client (e.g. password encryption of electronic files), or if the data controller

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Mind Is Matter Ltd

has taken subsequent action to prevent the risk (e.g. immediately blocking a mobile device) then notifying the client will not be required.

Subject Access Request

A Subject Access Requests (SAR) permits individuals to request a copy of their personal information.

A SAR must be acted upon within one month, at the most within two months, any longer and reasonable reason must be provided. There are no fees unless there is a disproportionate fee to the organisation for sending out the information. Application for SAR should be held alongside session records, unless application was made after six years of the end of treatment. In which case the SAR will be held for a further two years after closure of SAR.

A SAR request will include information we hold about you, Mind Is Matter Ltd will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

SAR requests should be put in writing to Mind Is Matter Ltd. A response may be provided informally over the telephone with your agreement, or formally by letter or email. If any information held is noted to be incorrect an individual can request a correction be made to their own personal information. If you wish for your data to be provided to another service provider, you may also request this in writing. I may have a legal basis to continue to hold your data and will notify you of this if that is the case. Any requests should be made in writing to Mind Is Matter Ltd.

Right to Erasure

Any person may put in a request for their personal data to be removed (the 'right to be forgotten' or the 'right to erasure'). In this instance hard copy data will be shredded using a cross shredding machine owned by the organisation and any electronic data will be permanently deleted. The client will be notified of the completion. The request for deletion of data and the confirmation of completion will be held securely until eight years after the request was made.

Complaints

Mind Is Matter Ltd hopes to meet the highest quality standards when processing personal and sensitive data. Complaints can help identify areas for improvement and therefore Mind Is Matter Ltd would welcome you raising any concerns you have.

These Information Governance Policy documents were created to be as transparent and understandable as possible. It will not be completely exhaustive of all aspects of data collection. If you would like further information about a specific process, please contact Mind Is Matter Ltd.

If you feel you would like to make a complaint about how your personal and sensitive data is handled by Mind Is Matter Ltd you can contact Mind Is Matter Ltd directly. In the event that Mind Is Matter Ltd cannot resolve your complaint to your satisfaction you can contact the Information Commissioners Office on 0303 123 1113.