



Privacy policy

At Bloomers Wellbeing / Lles Bloday CIC, we are committed to protecting the privacy and security of our community. This policy explains how we handle your personal information and your rights regarding that data.

1. Information We Collect

We only collect the minimum amount of data necessary to provide our wellbeing services safely and effectively. This includes:

- **Contact Information:** Names, email addresses, and phone numbers provided by parents, guardians, or young people.
- **Health Information:** As a wellbeing provider, we may process health data disclosed by you or your child. This is classified as "Special Category Data" and is handled with the highest level of care.
- **Transaction Data:** Information required to process payments via our third-party providers.

2. How We Use Your Data

We use your information strictly for the following purposes:

- To provide and manage our wellbeing sessions and services.
- To ensure the safety and safeguarding of all participants.
- To process payments for services or products.
- **No Marketing:** We do not use your personal data for marketing purposes, nor do we sell your data to any third parties.

3. Legal Basis for Processing

We process data because it is necessary for the performance of a contract (providing the service you signed up for) or because we have a legal obligation (safeguarding). For health data, we process this based on explicit consent or for the provision of health and social care.

4. Third-Party Service Providers

To run our website and take payments, we use trusted third-party services. These providers have access to your info only to perform specific tasks on our behalf:

- **Shopify:** To host our website and store.
- **Stripe & SumUp:** To process secure payments.
- **Note:** These providers use their own encryption and security measures to protect your financial details.

5. Cookies

While we do not use tracking or advertising cookies, our website (via Shopify) may use essential cookies to allow the site to function properly (e.g., remembering what is in your cart or ensuring the site loads quickly).



6. Data Retention & Disposal

We follow strict procedures regarding how long we keep your information:

- Wellbeing Session Notes: These are kept for a period of 5 years. This allows us to maintain continuity of care and meet professional standards.
- General Data: We hold other personal data only as long as necessary to fulfill the purposes we collected it for.
- Disposal: Once data is no longer required, it is securely deleted or shredded in accordance with our internal data protection procedures.

7. Data Security

We take security seriously. All digital data is protected using encryption and secure storage methods to prevent unauthorized access, loss, or misuse.

8. Your Rights

Under UK GDPR, you (and the young people we work with, depending on their age) have the right to:

- Access the personal data we hold about you.
- Request that we correct or delete your data.
- Withdraw consent at any time.

9. Contact Us

If you have any questions about this policy or how we handle your data, please contact our Data Protection lead:

Bloomers Wellbeing / Lles Bloday CIC Email: admin@bloomerswellbeing.co.uk Website: www.bloomerswellbeing.org Location: North East Wales