



Flow Lymph Care – Privacy Notice

Introduction: This privacy notice is for visitors to our website and other digital platforms. It sets out how we use personal data that we hold about you and gives information on how to exercise your legal rights.

Personal data can include:

- Information about your devices, such as IP address
- How you browse our website

Flow Lymph Care – Privacy Policy

Our Privacy Policy: Flow Lymph Care is committed to maintaining the trust and confidence of visitors to our website. In particular we want you to know that we do not pass on your data to third parties for marketing purposes. This Privacy Policy provides clear information about when and how we collect your personal data, how we use it, how long we keep it and how you can update your data.

How do we collect personal data from you? We obtain personal data from you when you contact us about our services or submit information directly via our Contact form.

Website cookies: Flow Lymph Care website uses cookies to improve the users experience. As required by legislation, this website uses a cookie control system, allowing the user to give explicit permission to allow or deny the use of/saving of cookies on their computer/mobile device.

Cookies are small files saved to the user's computer/mobile device that track, save and store information about the user's interactions with our website; this information allows us to provide users with a tailored experience whilst visiting our website.

Google analytics: Flow Lymph Care website uses a third-party service called Google Analytics, which collects standard internet log information and details of visitor behaviour patterns; this allows us to find out the number of visitors to the various sections of our website. The information collected via Google Analytics is processed in a way that does not identify anyone.

Types of data we collect: The personal information we collect might include your name, address, email address, IP address, telephone numbers and information regarding what website pages are accessed and when. We do not collect any special categories of personal data about you, this includes details about your race, ethnicity, religious or philosophical beliefs, political opinions, trade union membership, nor do we collect any information about criminal convictions and offences.

Sometimes we need to collect personal data by law. If you fail to provide that data when we request it, we may not be able to perform our service to you. In this case, we may have to cancel the service with you, but we will notify you if this is the case at the time.

How is your information used? We may use your information:

- To ensure that the content on the site is presented in the most efficient way for you and the computer that you are using.
- To enable you to participate in interactive features of the site.
- To provide you with information relating to our website, our services that you request from us.
- To send you communications which you have requested.
- For our internal purposes including statistical purposes, site performance and evaluation in order to improve our website.
- To administer this website.



Sharing your data: Your privacy is very important to us and we confirm that we will never release your personal details to any third party for their mailing or marketing purposes.

Data security and access to your personal information: The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email: kerry@flowlymphcare.co.uk You have the right to ask for a copy of the information that Flow Lymph Care holds about you.

How long do we keep your personal data for? We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements. By law we have to keep basic information about our customers for tax purposes for six years after they cease to be a customer. The data we keep may include contact, identity, financial and transaction date. In some circumstances if you ask us to delete your data, we will do this subject to any legal obligation on us to retain it.

Opt out: By default, you are opted out of receiving any marketing emails from Flow Lymph Care. If, however you would like to Opt-in please email kerry@flowlymphcare.co.uk. We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent.

Links to other websites: Our website may contain links to other websites, plug-ins and applications run by other organisations. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. This privacy policy applies only to our website and what we do, so we encourage you to read the privacy statements on the other websites that you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or under: We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, advise us and confirm that you have your parent/guardian's permission beforehand whenever you provide us with personal information.

Changes to this privacy notice and your duty to inform us of changes: We keep this Policy under regular review. This Privacy Policy is version 1 and was last updated in 2023. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.