

The Unity Centre (Unity Lewes CIC) Privacy policy

Our contact details

Name: The Unity Centre (trading name of Unity Lewes CIC)

Address: 35 Friars Walk, Lewes BN7 2LG

Phone Number: 01273 778400

E-mail: reception@being-in-unity.com

The type of personal information we collect

We currently collect and process the following information:

- **Personal identifiers (eg your name)**
- **Personal contact details (eg phone number, email address, postal address, social media identifier, including multiples if you have more than one)**
- **Your contact preferences (eg account admin or newsletter preferences)**
- **Your personal payment details if you are a customer paying by card or electronically (eg your debit card or bank account details, where you have provided them to us in order to pay us, with permission to hold on file)**
- **Your purchase and contact histories with us**
- **Your financial transactions history with us**
- **Your health and wellbeing history where collected by us or our suppliers in order to provide classes, workshops, therapies, treatments or other wellbeing activities**
- **Email correspondence between you and us**
- **Any enquiries you have made (eg completing a form on our website)**
- **Employee and supplier information**
- **Website user data including your IP address(es) and cookie data**

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Because you are a customer or user of our services
- Because you are an employee of ours
- Because you are a supplier of ours
- Because you have undertaken a consultation with those providing wellbeing services (eg our teachers, therapists and practitioners)
- Because you have asked to be kept informed about our activities, products and/or services (including any newsletter registration)
- Because you have contacted us (eg by email or via social media or messaging services)

We also receive personal information indirectly, from the following sources in the following scenarios:

- From advertising platforms where they have provided your personal information to us
- From social media platforms where they have provided your personal information to us
- From our suppliers (including our teachers, therapists, payment platforms and bookings system suppliers) where they have provided your personal information to us

We use the information that you have given us in order to:

- Provide you with our products and services
- Make our provision of products and services beneficial to you and easy for you to use
- Keep you informed about our activities, products and/or services according to your preferences
- Answer any questions or enquiries you may put to us
- Process your payments, including repeat payments
- Ensure that those providing wellbeing services (eg our teachers, therapists and practitioners) are aware of any health information you have provided to us that is relevant to the activity in which you are participating or the therapy or treatment you are receiving
- Understand what our customers, employees and providers want from us

We may share this information with

- Our teachers, therapists and practitioners, as appropriate
- Our directors, employees and contract staff
- Our platform and payment providers

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting reception@being-in-unity.com
- (b) We have a contractual obligation
- (c) We have a vital interest
- (d) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your personal identifiers, contact details, preferences, purchase, and contact histories, enquiry details and website user data for as long as we understand you to be our regular or occasional customer, user or supplier and for one year thereafter. We will then delete such information from our website, electronic filing system and secure electronic bookings system platform (and, where paper records exist, we will destroy such paper records by shredding). Should you ask us to dispose of such information while we are keeping it, we will do so within 28 days of receiving and acknowledging your request. However, should we believe we must continue to keep some or all of such information for legal reasons or to meet our statutory, accounting, auditing or taxation obligations, we will do so and will dispose of such information that we have kept as soon as the relevant reasons, obligations or responsibilities have expired or been discharged. In the event that, for the reasons outlined here, we believe we must keep information that you have asked us to dispose of, we will tell you what we are doing, why and when we intend to dispose of such information as we have kept.

We keep your personal identifiers, contact details and contact preferences on our mailing list platform for as long as we believe you wish to be kept informed about our activities, products or services or until you tell us in writing or by email that you no longer wish to be kept so informed. We will then delete your information from our website and our electronic mailing list platform (and, where paper records exist, we will destroy such paper records by shredding). And in any case we will delete your information from our mailing list platform after 12 months have passed since we last had reason to believe that you were opening, reading, responding to or otherwise engaging with communications sent by us through that platform provided there is no ongoing legal or statutory requirement for us to keep such information.

We keep your personal payment details for as long as we believe necessary to enable you, as a regular or occasional customer, to make payments to us in accordance with your obligations to us, until such time as you delete your payment details (where the facility for such deletion exists) or inform us that you no longer wish us to keep such personal payment details. We will then delete your personal payment details from our secure electronic bookings system platform and any payment processing platform where we

may at that time hold your personal payment details. We do not keep your personal payment details in paper records.

We keep a history of each financial transaction between you and us until six years have passed since the end of the tax year in which the financial transaction took place or as required to meet our legal, statutory, accounting, auditing and taxation obligations and responsibilities. We will then delete such information from our accounting system and our electronic filing system (and will destroy any paper records of such information by shredding) unless we believe we must continue to keep some or all of such information for legal reasons or to meet our statutory, accounting, auditing or taxation obligations or responsibilities, in which case we will dispose of such information as we have kept as soon as such reasons, obligations or responsibilities have expired or been discharged.

We keep your health and wellbeing history for as long as we believe you intend to attend our classes, workshops, therapies, treatments or other activities and for one year thereafter. We will then delete such information from our secure electronic bookings system platform and our electronic filing system and will destroy any paper records of such information by shredding.

We keep each instance of email correspondence with you on our secure, business class email platform until six years have passed since the instance of email correspondence took place. We will then delete such correspondence from our email platform. Should you ask us to dispose of any email correspondence with you before that time has elapsed, we will do so within 28 days of receiving, understanding and acknowledging your request, unless we believe we must continue to keep some or all email correspondence for legal reasons or to meet our statutory, accounting, auditing or taxation obligations, in which case we will inform you of what we are doing, why and when we intend to dispose of such correspondence as we have kept. We do not keep paper records of email correspondence.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us by email at reception@being-in-unity.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by email at reception@being-in-unity.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Policy end

This policy was most recently revised on 1 September 2023.