

Privacy Policy

This policy has been put together by Holly Dannhauser of Summerhill Gardens, Leeds, LS82EL, on behalf of Moon & Mountain Limited. Holly can be reached on holly@moon-mountain.com

The type of personal information I collect

I currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details)
- Meeting / session notes, outcomes, and planning documentation
- Health and wellness related data for those accessing my holistic therapies

How I get the personal information and why I have it

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

- To establish a contract of work between me (the provider) and you and/or your organisation (the client)
- To communicate with you about the services I am delivering for you
- To process invoices and payments and meet my tax obligations
- To inform and tailor the services I provide to you and/or your organisation
- To communicate with you about the services being delivered
- To design and provide services based on reliable, up to date information about you and/or your organisation
- To check it is safe to treat you and to inform your treatment plan (in the case of holistic therapies)

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting holly@moon-mountain.com

(b) I have a contractual obligation.

(c) I need it to perform a public task.

(d) I have a legitimate interest.

How I store your personal information

Your information is securely stored on a password-controlled laptop, password-controlled phone, and protected online storage cloud. Only I have access to these records. Your information will be stored for at least 7 years.

Your data protection rights

Under data protection law, you have rights including:

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

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

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

Your right to restriction of processing - You have the right to ask me 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 I transfer the personal information you gave me 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, I have one month to respond to you.

Please contact me at holly@moon-mountain.com or 07828815689 if you wish to make a request.

My rights

In exercising your data protection rights, you should understand that in some situations I may be unable to fully meet your request. For example, I may be required to retain some data for taxation, legal, regulatory and insurance purposes.

How to complain

If you have any concerns about my use of your personal information, please contact me at holly@moon-mountain.com. You have the right to complain to the

UK's Data Protection Supervisory Authority, the Information Commissioner's Office (ICO). The ICO may be contacted via its website (<https://ico.org.uk/concerns>), by live chat, or by calling their helpline on 0303 123 1113.