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Effective: 25th May 2018

Last updated: 11th February 2019

Resonance Homeopathy Services Ltd (RHSL) PRIVACY NOTICE

ABOUT US

We, RHSL (also referred to as “we”, “us”, or “our”) is a registered company in Ireland (Company no 553756). Our registered address is 40 Ardlea, Dunshaughlin, Co Meath, Y85YF85.

THE PURPOSE OF THIS NOTICE

This Notice is designed to help you understand what kind of information we collect in connection with our products and services and how we will process and use this information. In the course of providing you with products and services we will collect and process information that is commonly known as personal data.

This Notice describes how we collect, use, share, retain and safeguard personal data.

This Notice sets out your individual rights; we explain these later in the Notice but in summary these rights include your right to know what data is held about you, how this data is processed and how you can place restrictions on the use of your data.

WHAT IS PERSONAL DATA?

Personal data is information relating to an identified or identifiable natural person. Examples include an individual’s name, age, address, date of birth, gender and contact details.

Personal data may also contain data relating to criminal convictions and offences.

For the purposes of safeguarding and processing criminal conviction and offence data responsibly, this data is treated in the same manner as special categories of personal data, where we are legally required to comply with specific data processing requirements.

PERSONAL DATA WE COLLECT

Members of the public can browse the website. Whether a member of the public or RHSL Homeopath, we may collect some personal information from features such as (online and manual) contact, Newsletters or Blog Page, or complaint forms.

For Clients, in order for RHSL to provide services for you, we will collect and process personal data about you that you have provided on consultation. We will also collect your personal data where you request information about our services, customer events, promotions and campaigns.

Where you disclose the personal data of others, you must ensure you are entitled to do so.

We will not disclose your Personal Data to third parties unless you have consented to this disclosure. We will disclose your Personal Data if we believe in good faith that we are required to disclose it in order to comply with any applicable law, a summons, a search warrant, a court or regulatory order, or other statutory requirement.

We will collect your personal data when you visit our website, where we will collect your unique online electronic identifier; this is commonly known as an IP address.

We will also collect electronic personal data when you first visit our website where we will place a small text file that is commonly known as a cookie on your computer. Cookies are used to identify visitors and to simplify accessibility, and to monitor visitor behaviour when viewing website content, navigating our website and when using features. You are always free to decline our cookies, if your browser permits, or to ask your browser to indicate when a cookie is being sent. You can also delete cookie files from your computer at your discretion. Note that if you decline our cookies or ask for notification each time a cookie is being sent, this may affect your ease of use of this website.

Where we collect data directly from you, we are considered to be the controller of that data i.e. we are the data controller. Where we use third parties to process your data, these parties are known as processors of your personal data.

A data 'controller' means the individual or organisation which, alone or jointly with others, determines the purposes and means of the processing of personal data.

A data 'processor' means the individual or organisation which processes personal data on behalf of the controller.

If you object to the collection, sharing and use of your personal data we may be unable to provide you with our services and products.

For the purposes of meeting the Data Protection Act 2018 territorial scope requirements, Ireland is identified as the named territory where the processing of personal data takes place.

WHY DO WE NEED YOUR PERSONAL DATA?

For RHSL Clients, we will use your personal data for the performance of our services to you, to respond to any requests from you about services we provide, to process complaints and to manage your account.

Members of the public, we will use your personal data for the performance of our services to you, to administer our business, to respond to any requests from you about services we provide and to process complaints.

We will also use your personal data to perform statistical analysis on the data we collect, for financial planning and business forecasting purposes, to develop new and market existing services and products and to improve our website.

In purchasing our services and products you should understand that you are forming a contract with us.

In some situations we may request your consent to market our products and services to you. Where we require consent, your rights and what you are consenting to will be clearly communicated to you. Where you provide consent, you can withdraw this at any time by contacting us at edel@RHSL.ie

DATA RETENTION

The retaining of data is necessary where required for contractual, legal or regulatory purposes or for our legitimate business interests for statistical analysis and service and product development and marketing purposes.

We may need to retain your data for example if we are representing you or defending ourselves in a legal dispute or as required by law or where evidence exists that a future complaint may occur.

Please contact us at edel@rhsl.ie for a copy of our schedule of Data Retention.

Please contact us at edel@rhsl.ie if you object to the use of, or you have any questions relating to the use of, your data, or the retention of your personal data.

You can opt out of receiving marketing services by e-mailing edel@rhsl.ie

YOUR RIGHTS

Individuals are provided with legal rights governing the use of their personal data. These grant individuals the right to understand what personal data relating to them is held, for what purpose, how it is collected and used, with whom it is shared, where it is located, to object to its processing, to have the data corrected if inaccurate, to take copies of the data and to place restrictions on its processing. Individuals can also request the deletion of their personal data.

These rights are known as Individual Rights under the Data Protection Act 2018. The following list details these rights:

- The **right to be informed** about the personal data being processed;
- The **right of access** to your personal data;
- The **right to object** to the processing of your personal data;
- The **right to restrict** the processing of your personal data;
- The **right to rectification** of your personal data;
- The **right to erasure** of your personal data;
- The **right to data portability** (to receive an electronic copy of your personal data)

Individuals can exercise their Individual Rights at any time. As mandated by law we will not charge a fee to process these requests, however if your request is considered to be repetitive, wholly unfounded and/or excessive, we are entitled to charge a reasonable administration fee.

In exercising your Individual Rights, you should understand that in some situations we may be unable to fully meet your request, for example if you make a request for us to delete all your personal data, we may be required to retain some data for taxation and for regulatory and other statutory purposes.

You should understand that when exercising your rights, a substantial public or vital interest may take precedence over any request you make. In addition, where these interests apply, we are required by law to grant access to this data for law enforcement, legal and/or health related matters.

PROTECTING YOUR DATA

We will take all appropriate technical and organisational steps to protect the confidentiality, integrity, availability and authenticity of your data, including when sharing your data with any authorised third party. The Resonance Homeopathy Reservices LTD. uses certain trusted third parties (for example, providers of customer support and IT services) to help us provide, improve, protect, and promote our Services. These third parties will access your information only to perform

tasks on our behalf in compliance with this Privacy Policy, and we'll remain responsible for their handling of your information per our instructions.

COMPLAINTS

If you are dissatisfied with any aspect of the way in which we process your personal data please contact us. You also have the right to complain to Ireland's data protection supervisory authority, the office of the Data Protection Commissioner who may be contacted via their website <https://www.dataprotection.ie> or by calling them on +353 57 8684800 or 1890 252 231

HOW TO CONTACT US

If you have any questions regarding this Notice, the use of your data and your Individual Rights please contact us at Resonance Homeopathy Services LTD., 40 Ardlea, Dunshaughlin, Co. Meath A85YF85 or by emailing edel@rhsl.ie

Version: February 2019

Changes to This Notice

We may change this Privacy Notice from time to time. If we make any changes, we will notify you by revising the "Last Updated" date at the top of this Privacy Notice, and in some cases, we may provide you with additional notice (such as adding a statement to our website or sending you an email notification). If there are any material changes to this Privacy Notice, we will notify you more directly by email or means of a notice on the website to the change becoming effective. We encourage you to review our Privacy Notice whenever you access the website to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this Privacy Notice and do not wish your information to be subject to the revised Privacy Notice, you will need to deactivate with us and stop using our services. Your use of our services after the posting of such changes shall constitute your consent to such changes.