



## Mid Life Thriving customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

### Contact details

#### Post

5 South Terrace, Morpeth, Northumberland, NE61 1DZ, GB

#### Telephone

07769978107

#### Email

[sophie.carvin@deror.co.uk](mailto:sophie.carvin@deror.co.uk)

### What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Purchase or account history
- Photographs or video recordings
- Records of meetings and decisions
- Information relating to compliments or complaints

We also collect or use the following information to provide services and goods, including delivery:

- Health information

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses
- Purchase history
- Marketing preferences

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
- Addresses
- Marketing preferences
- Recorded images, such as photos or videos
- Purchase or viewing history
- Records of consent, where appropriate

## Lawful bases

Our lawful bases for collecting or using personal information to provide services and goods are:

- Consent
- Contract
- Legitimate interest:
  - On occasions we give our clients the option to complete health related questionnaires as part of our mental fitness and optimum health programme.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent

## Where we get personal information from

- People directly

## How long we keep information

Contact details : a maximum of 12 months after you advise us you no longer wish us to keep in contact with you.

Your name and the fact that you've attended one of our programmes we will retain as part of our historic record keeping.

## Sharing information outside the UK

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

## 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 data.

Your right to rectification - You have the right to ask us to rectify personal data 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 data in certain circumstances.

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

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

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

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

26 June 2024