

# VIVE Privacy Policy

This privacy policy will explain how VIVE uses the personal data we collect from you when you use our services.

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## **What data do we collect?**

Our Company collects the following data:

- Name (first and last name);
- Email address;
- Referral information i.e. how you found out about us. For example, through social media.

## **How do we collect your data?**

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online for services e.g. our mailing list;
- Voluntarily complete a customer survey or provide feedback;
- Participate in VIVE events or workshops held either in person or online;
- Use or view our website via your browser's cookies.

## **How will we use your data?**

Our Company collects your data so that we can:

- To send you emails about our progress and upcoming events (if specific consent is given);
- For statistical data that may be used in future presentations or documents shared for marketing purposes (personal Identity data will not be shared unless explicit consent is sought and given).

## **How do we store your data?**

VIVE securely stores your data on online services (WordPress, MailChimp and Google Drive). All are protected using username and password credentials, the data will only be downloaded onto password secured hardware (i.e. our personal devices) to process.

VIVE may keep your data indefinitely. However, we reserve the right to delete your data at any point such as if we deem it to be no longer of use or in line with regulatory changes. We will delete your data by electronically wiping the data stored on hardware and digitally deleting records stored in our online services.

You have the right at any time to stop VIVE from collecting, storing, processing and sharing your data. If you no longer wish for VIVE to use your data, contact:

[vivemeditation+customerdata@gmail.com](mailto:vivemeditation+customerdata@gmail.com)

## What are your data protection rights?

VIVE would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- **The Right to Access** - You have the right to request VIVE for copies of your personal data.
- **The Right to Rectification** - You have the right to request that VIVE correct any information you believe is inaccurate. You also have the right to request VIVE to complete information you believe is incomplete.
- **The Right to Erasure** - You have the right to request that VIVE erase your personal data, under certain conditions.
- **The Right to Restrict Processing** - You have the right to request that VIVE restrict the processing of your personal data, under certain conditions.
- **The Right to Object to Processing** - You have the right to object to VIVE's processing of your personal data, under certain conditions.
- **The Right to Data Portability** - You have the right to request that VIVE transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

[vivemeditation+customerdata@gmail.com](mailto:vivemeditation+customerdata@gmail.com)

## What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org)

## How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in;
- Understanding how you use our website.

## What types of cookies do we use?

There are a number of different types of cookies. Our website uses:

- **Functionality** - Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

## **How to manage cookies**

You can set your browser not to accept cookies and the website below tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org)

## **Privacy policies of other websites**

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## **Changes to our privacy policy**

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 1st April 2022 (and it is not an April Fools' joke...).

## **How to contact us**

If you have any questions about VIVE's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [vivemeditation+customerdata@gmail.com](mailto:vivemeditation+customerdata@gmail.com)

## **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

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

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF