

NelnaFlo Privacy Policy

Who we are

Carol Whitehouse trading as NelnaFlo and including the website www.nelnaflo.com (collectively referred to in this document as "we", "us" and "our"), collects, processes and protects your personal data in accordance with relevant privacy and data protection law.

In this document the "client" refers to anyone who attends any of our private or public classes, who uses any of our other services.

Data we collect

We collect data from the client using website forms.

Clients will be asked to provide some or all of the following information:

- Name
- Address
- Email
- Phone Number
- Date of Birth
- Areas of interest
- How they heard about us

We collect this information for the following purposes:

- For the provision of services and performance of contracts
- To uniquely identify the client for the purposes of recording their agreement to the NelnaFlo Terms and Conditions and Privacy Policy
- To provide demographic information for the purposes of marketing
- To provide contact information so we can keep the client up to date with information about the services provided by NelnaFlo
- To provide contact information so we can inform the client of changes or cancellations
- To administer the client's requests and services purchased
- To perform business accounting

You have the right to:

- Ask at any time to see what data we store on you
- Ask us to update our records if you believe we hold any incorrect information on you, in which case we will do so as quickly as practical
- Request the deletion of any personal data that is not otherwise required for legal purposes
- Withdraw your consent for your personal information to be used for marketing purposes

Retention

- We only keep your data for as long as is necessary or until appropriate consent has been withdrawn

Transfer of your information

- We may use third party service providers, such as Mailchimp and Microsoft cloud services, that may perform their processing outside the European Economic Area (EEA)
- We only use third party providers that implement appropriate privacy safeguards
- We do not sell your data to any third parties
- We may share your data in circumstances where we are required to do so by law

Cookie Policy

Our websites use cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics.

As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at [the About Cookies website](#) which offers guidance for all modern browsers.

Contact / Complaints

If you have any questions, wish to raise a complaint, or would like to see your data please contact NelnaFlo at info@nelnaflo.com or on 07711 251078.

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