

Pinnacle Wellbeing Plus Limited Privacy Policy

ICO Registration **ZB477287**

Our contact details.

Name: Pinnacle Wellbeing Services Ltd

Address: 20-22 Wenlock Road, London N1 7GU

Phone Number: 02070604375

E-mail: info@pinnaclewellbeingservices.com

www.pinnaclewellbeing.co.uk

Welcome to Pinnacle Wellbeing Plus Limited's privacy policy. We respect your privacy and security of your data and are committed to protecting it. The personal data which we hold is subject to certain legal safeguards specified in the General Data Protection Regulation ('GDPR'), the Data Protection Act (DPA) 2018 .

The type of personal information we collect.

Personal information (personal data) is any information that can be used to identify a living person.

We currently collect and process the following information:

- Your first, middle, surname, maiden, and previous names.
- Your title, marital status, date of birth and gender.
- Your contact details include your address, telephone number, email address and webpage.

How do we get personal information?

- Most of the personal information we process is provided directly by you.
- We also receive personal information indirectly from the following sources in the following scenarios:
 - i. Automated technologies: As you interact with our website, we may automatically collect your browsing actions and patterns via cookies.
 - ii. We may receive personal data about you from analytics providers, such as Google, who may be based outside EEA.
 - iii. We may also receive your information from our affiliates or partners.

Why do we get personal information?

We use the information that you have given us to fulfil our contractual obligations to you.

Under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by contacting us at the above address.

(b) We have a contractual obligation.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored on our UK-based servers. We do not share or transfer your data to countries outside the EEA. We may transfer your data to countries outside the EEA only upon your request and explicit consent.

We keep data as per our retention policy. Please refer to our retention policy; this can be found on our website or can be requested from our DPO, where the details are listed below. We will then dispose of your information securely.

Your data protection rights.

Under data protection law, you have rights including:

Your right of access - You can ask us for copies of your personal information.

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

Your right to erasure - You can ask us to erase your personal information in certain circumstances.

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

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

Your right to data portability - You have the right to ask that we transfer the personal information you gave us 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, we have one month to respond.

Please get in touch with us at info@pinnaclewellbeingervices.com if you wish to make a request.

Special categories of personal data

Means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and



biometric/genetic data. We have an appropriate policy document, which can be found on our website or can be requested from our DPO at info@pinnaclewellbeingservices.com

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to our DPO at info@pinnaclewellbeingservices.com

18 Bowling Green Road

Castletown

Isle of Man

IM9 1EB

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

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