

# Feel Free Programme - Privacy Policy

## Our contact details

Name: Purple Orchid Health Limited (trading as 'The Feel Free Programme')

Address: PO Box 15079, Dunblane, FK15 5BA, United Kingdom

Phone Number: (0844) 415 2420

E-mail: [info@feelfree.org.uk](mailto:info@feelfree.org.uk)

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (*for example, name and contact details*)
- Online identifiers and characteristics (*for example, website usage and cookies*)

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have contacted us directly by mail, phone or email
- You have provided your personal information on a contact form
- You have accessed a website managed by us (*including [www.feelfree.org.uk](http://www.feelfree.org.uk) and others*)
- You have submitted an online form via a website managed by us (*including [www.feelfree.org.uk](http://www.feelfree.org.uk) and others*)
- You have participated in a social media group managed by us (*including on Facebook, Instagram, Twitter/X and other networks*).

We use the information that you have given us in order to:

- Provide you with information on our services
- Provide you with those services
- Personalize your experience when using websites or social media groups managed by us

We will only share your personal information with third-parties to assist in the provision of services to you. We may share this information with:

- Any member of our company group, including parent company, subsidiary companies and affiliate companies
- Our business partners, suppliers and sub-contractors
- Delivery agents (*for example, Royal Mail*) to dispatch to you information related to our services
- Other companies or organizations, to assist in the prevention of fraud

*We will never sell your personal information to third parties.*

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

- a) Your consent. You are able to remove your consent at any time by contacting us
- b) We have a contractual obligation
- c) We have a legal obligation
- d) We have a legitimate interest

## How we store your personal information

Your information is securely stored.

We keep your personal information for up to seven years. We will then dispose your personal information by:

- Deleting any personal information held by us in electronic form
- Destroying any personal information held by us in hard copy / printed form

## 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 information. We may charge a fee for this.

*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 have the right to 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 the processing of your personal information in certain circumstances.

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

Please contact us if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us.

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: [www.ico.org.uk](http://www.ico.org.uk)