

Vine Healing Privacy Policy

Last Updated: 07/10/2024

This privacy policy tells you how your personal information is collected, used and shared when you visit www.vinehealing.co.uk (the “site”).

Personal Data Collected:

Whilst using the website we may ask you to provide “personal information” that will enable us to contact you to answer your enquiry. Information may include:

First and Last Name.

Email address.

(“Personal information” refers to any information that relates to, describes or can be related to you.)

Data Collected through Cookies:

When you visit the site, “we” (the company, Vine Healing) may automatically collect certain information via your interaction, including, but not limited to, your web browser, IP address, time and date of your visit and other diagnostic data. We refer to this as “Device Information” and this is collected through:

“Cookies” – these are data files placed on your device or computer and often include an anonymous unique identifier. For more information about and how to disable cookies visit, <http://www.allaboutcookies.org>.

“Log files” – these track actions and collect data including your IP address, browser type, internet service provider and date/time stamps.

“Web beacons” (also referred to as “pixels” and “tags”) – these are small electronic files used to record information about how you browse the Site.

Usage of your personal data:

We use your information / data for the following:

- To communicate with you by email, telephone call, text or other equivalent forms of electronic communication.
- To provide you with any goods or services you have purchased.
- To provide and maintain our service to you.
- To provide you with any news or general information about other goods or services which we offer, similar to those you have already been provided with on the provision that you have not opted out of receiving such information.

Security

The security of your personal data is very important to us, however, please be aware that no security measures are impenetrable. Any information you send to us may not have secure transit. We recommend that you do not use unsecure channels to communicate with us.

Retention

Different factors will determine how long we retain your personal information for. It will be retained to the extent necessary to comply with legal requirements and applicable laws and to maintain your account with us, enabling us to provide service to you.

Disclosure of your data

We are subject to a common law duty of confidentiality. However, in certain circumstances we may disclose your personal information for legitimate purposes. Such circumstances may include:

- Law enforcement -the company may be required to disclose your personal data if required to do so by law and at a valid request by public authorities such as a court or government agency.
- Lawful requirements – To defend and protect the rights of the company, to prevent or investigate possible wrongdoing in connection with service provided, to protect the public or to protect against legal liability.

Changes to this policy

We may on occasion change/amend this policy in line with legislation or industry developments. We will not explicitly inform clients or website users; however, we suggest you review this policy periodically for any changes which will be noted under the “last Updated” date at the top of this page. Any changes made will become effective from the date posted on this page.

Your rights

Under UK law you have the right to ask us for copies of personal information we hold about you and to ask us to correct, delete or update anything held. If you would like to exercise this right please contact us through the contact information below.

Contact

Should you have any queries regarding this Privacy Policy or should you wish to exercise any rights please contact us by email at Lauren@vinehealing.co.uk.