

Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users. Furthermore, the way Life Resolutions processes, stores and protects user data and information will also be detailed within this policy.

What information do we require?

Whilst using our services, you may be required to provide personal information (name, address, email, national insurance, NHS numbers etc.). We will use this information to provide our service to you and hold your information on our client database. We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018.

Further, by providing telephone, fax and email details, you consent to Life Resolutions contacting you using that method. You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us via our central client email at admin@liferesolutions.co.uk

Information collection and use

How do we collect information?

Life Resolutions collects information in two possible ways:

a. When you directly give it to us (“Directly Provided Data”)

When you first contact us or commission our services, you may choose to voluntarily give us certain information – for example, by giving us your information over the telephone, via email or completing registration forms. Gathering this information requires a direct action and consent by you at that time in order for us to receive it.

b. When you give permission to another agency or professional to pass on your information from them about you (“User Authorised Data”)

Sometimes people are introduced to our services on recommendation by others. This can mean that they action a “referral” on your behalf providing us with your essential details. This data transfer is covered by the referring agency and will require your permission i.e. a solicitor recommending you to our services and giving us your contact details.

How long do we keep your data for?

Life Resolutions will not retain your personal information longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the Services to you.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have closed your account, or it is no longer needed to provide the Services to you.

Life Resolutions will not sell or rent your personally identifiable information gathered, to anyone.

Choosing how we use your data

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself. The service that we provide to you can include liaising with other professionals on your behalf and where necessary, sharing appropriate data with them. This will only ever be done when necessary and with your prior written consent.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- You can verify the details you have submitted to Life Resolutions by contacting our Practice Coordinator via admin@liferesolutions.co.uk. Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.
- **You can also contact us by the same method to change, correct, or delete your personal information controlled by Life Resolutions at any time.** Please note, that if you have shared any information with others through social media channels, that information may remain visible, even if your account is deleted. Also, once your information is deleted, you will not be able to re-start services from where they left off; or have access to any information previously held about the service provided to you by Life Resolutions.
- You can always feel free to update us on your details at any point by contacting our Practice Coordinator via admin@liferesolutions.co.uk.
- You can request a readable copy of the personal data we hold on you at any time. To do this, please contact our Practice Coordinator via admin@liferesolutions.co.uk
- **Finally**, for your information – our Data Protection registration details. We are registered with the Information Commissioner’s Office to handle and manage data according to our role. Our registration reference number is: **Z9431593**

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Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes but also suggest that you revisit this policy from time to time to check for any updates.

*Reviewed & Updated
December 2020*