

NaturBalance Privacy Policy

NaturBalance respects the privacy of its clients and users, and is fully committed to protect their personal information and use it properly. The policy below describes how we may collect and use personal information, and the rights and choices available to our visitors and users regarding such information.

What information do we collect?

We may collect two types of information: Personal Information (which could be used to uniquely identify an individual) and Non-personal Information (which is non-identifying).

We receive, collect and store any non-personal information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; e-mail address; computer and connection information.

We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

We also collect personally identifiable information (including name, email, telephone number, enquiry communications); comments, feedback, recommendations, and personal profile.

We collect personally identifiable information when you give it to us in the following possible ways:

Via email (directly or via our website)

Via our website appointment enquiry and booking request forms

Via a WhatsApp personal message or in reply to a post.

Via a telephone call.

Via a face-to-face appointment or at one of our workshop events.

We only ever collect and hold information about you that is relevant to your relationship with us. This includes:

Contact details (name, email address, phone number and home address)

Record of your appointments and workshop bookings and purchases.

Record of previous correspondence

Record of purchases

How is information collected?

When you visit or use our site and its services – you may also provide us with certain information (either automatically through your use, or by manually submitting it).

Why is the information collected?

We collect and use information in order to provide our services and make them better and safer.

We also collect and use information in order to contact our visitors, users, and in order to comply with the laws applicable to us.

We collect such Non-personal and Personal Information for the following purposes:

To provide and operate the Services;

To provide our Users with ongoing customer assistance.

To be able to contact our customers with general or personalised service-related notices and promotional messages;

To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;

To comply with any applicable laws and regulations.

How is the data stored, used, shared and disclosed?

Our website is hosted on the WORDPRESS platform. WORDPRESS provides us with an online platform that allows us to promote our products and services to you.

Your enquiry data may be stored through WORDPRESS data storage, databases and the general WORDPRESS applications. They store your data on secure servers behind a firewall.

How do you communicate with me?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to send updates about our company news, or as otherwise necessary to contact you, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How do you use cookies and other tracking tools?

Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site.

In accordance with the GDPR, we must inform you that we are using cookies on this site.

It is important to note that third-party services integrated onto this site such as Social Media feeds from PoWR, and Google Analytics who can also place cookies or utilise other tracking technologies by using this site. They may have their own policies regarding how they collect and store information. As these are external services, such practices are not covered by this Privacy Policy

How can you remove me holding your personal data?

You may ask us at any time to correct data that we hold about you which you think may be inaccurate

You may ask us to limit what we do with your data or to delete it all together

You may request a copy of the data that we hold about you

You may raise a complaint in regards to how we have handled your data

If you wish to exercise any of these rights please contact us by using the contact details below. We may need to request specific information from you to help us confirm your identity. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

If you don't want us to process or hold your personal data anymore, please contact us at claudia@naturbalance.co.uk

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.