

# FluxState

## Privacy Policy

Fluxstate is committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website and how we use it.

We may change this Policy from time to time so please check this page occasionally to ensure that you are happy with any changes.

By using our website, you are agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [hello@fluxstate.co.uk](mailto:hello@fluxstate.co.uk)

### **Who are we?**

FluxState is a coaching and consulting business based in Silian near Lampeter, Wales Our business address is: Fronfelen, Silian, Lampeter SA48 8AS

### **How do we collect information from you?**

We obtain information about you when you use our website, for example, when you contact us about products and services using our email address or contact form, if you call us to discuss your requirements or if we meet in person for the same reason or via networking/events.

### **What type of information is collected from you?**

The personal information we collect might include your name, address, phone number, email address and – on our website - your IP address, and information regarding what pages are accessed and when.

## How is your information used?

- We may use your information to:
- Carry out our obligations arising from any contracts entered into by you and us
- Contact you in relation to any information you request from ourselves about our services

From time to time we may contact you via email/post to inform you of our services, with information or updates.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example financial and contractual obligations and records).

We will hold your personal information on our systems for as long as is necessary for the relevant activity.

## Who has access to your information?

We will not sell or rent your information to third parties - unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes.

## How you can access and update your information?

The accuracy of your information is important to us. If you change email address, or if any of the other information we hold about you is inaccurate or out of date, please email us at [hello@fluxstate.co.uk](mailto:hello@fluxstate.co.uk) so we can update this.

You have the right to ask for a copy of the information that FluxState hold about you.

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.
- **Your right to rectification** - you have the right to ask us to rectify 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 information in certain circumstances.
- **Your right to object to processing** - you have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - you have the right to ask that we transfer the 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 to you. Please contact us via email to [hello@fluxstate.co.uk](mailto:hello@fluxstate.co.uk) if you wish to make a request.

### **How to complain**

We would like the opportunity to make things right if you are unhappy with the way we have used your data so please do contact us via [hello@fluxstate.co.uk](mailto:hello@fluxstate.co.uk) if you wish to make a complaint.

You can also complain to the Information Commissioner's Office (ICO). The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Helpline number: 0303 123 1113

### **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it is treated securely. Any details sent to us using the contact forms on our website are encrypted and protected with 128 Bit encryption on SSL. Non-sensitive details (your email address etc.) may be transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### **Use of 'cookies'**

Like many other websites, the FluxState website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences.

For more information on how to switch off cookies on your computer, visit the help pages for your specific browser.

Turning cookies off may result in a loss of functionality when using our website.

### **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit.

We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### **Social Media Platforms**

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details.

This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

### **Review of this Policy**

We keep this Policy under regular review.

**Privacy Policy last updated:** October 2021