

Privacy Notice

This is the privacy notice of Dao Therapy Clinic ("we", "our", or "us").

If you have any concerns about this notice or your privacy, please contact us.

Our address is Angeli Medispa, 288 Kensington High Street, London, W14 8N.

Our e-mail address is info@daotherapy.co.uk.

Introduction

This privacy notice aims to inform you about how we collect and process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information. We tell you about your privacy rights and how the law protects you.

We are committed to protecting your privacy and the confidentiality of your personal information.

We undertake to preserve the confidentiality of all information you provide to us and hope that you reciprocate.

Our policy complies with the Data Protection Act 2018 (the Act) accordingly incorporating the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at <http://www.knowyourprivacyrights.org>

Except as set out below, we do not share, or sell, or disclose your personal information to any third party.

1. Data we process

We may collect, use, store and transfer different kinds of personal information about you. We have collated these into groups as follows:

"Identity Information" includes information such as your first name, last name, title, date of birth, and other identifiers that you may have provided at some time.

“Contact Information” includes information such as your address, email address, telephone numbers and any other information you have given to us for the purpose of communication.

“Health Information” is information about your current and previous health issues. It may include biometric data.

“Transaction Information” includes details about payments or communications to and from you and information about products and services you have purchased from us.

“Technical Information” includes your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

“Marketing Information” includes your preferences in receiving marketing from us; communication preferences; responses and actions in relation to your use of our services.

We may aggregate anonymous data such as statistical or demographic data for any purpose. Anonymous data is data that does not identify you as an individual. Aggregated data may be derived from your personal data but is not considered personal information in law because it does not reveal your identity.

For example, we may aggregate Technical Information to assess interest in a page on our website.

However, if we combine or connect aggregated data with your personal information so that it can identify you in any way, we treat the combined data as personal information and it will be used in accordance with this privacy notice.

2. Special personal information

Special personal information is data about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

Our services are related to your health, and accordingly we collect and act on special personal information when we process your Health Information. We treat this information with additional care.

3. If you do not provide the information we need

Where we need to collect personal information by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform that contract. In that case, we may have to stop providing a service to you. If so, we will notify you of this at the time.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

4. Information we process because we have a contractual obligation with you

When you use our services or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process Identity Information, Contact Information, Health Information and Transaction Information.

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

5. Information we process with your consent

Through actions when otherwise there is no contractual relationship between us, such as when you browse our website or when enquire to make a booking, you provide your consent to us to process personal information that includes Identity Information, Contact Information and Technical Information.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us. However, if you do so, you may not be able to use our website or our services further.

6. Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where we believe we have a duty to do so

7. Information we process because we have a legal obligation

Although unlikely, we may be required to process your information in order to comply with a legal obligation under an Act of Parliament.

For example, we may be required to give information to governmental authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

Uses of information

8. Information when you book an appointment

Booking is a strong indication of intention to enter into a contract with us. When you do so, we process your data under the basis of Contractual Obligation.

In order to provide you with our services, we must process Contact Information and Identity Information. We may also ask you for Health Information.

When you book over the telephone or in-person, you do so with us directly. You provide us with this information.

9. Cookies

Our website uses cookies for security purposes and to track which pages you visit.

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Cookies are placed by software that operates on our servers, and by software operated by third parties whose services we use. For example, our website hosting provider, Wix.com, uses cookies for security purposes.

Some cookies may last for a defined period of time, such as one visit (known as a session), one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

10. Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

This information is Technical Information, recorded for security purposes. Theoretically, if combined with other information we know about you from previous visits, the data possibly could be used to identify you personally.

Other matters

11. Data may be processed outside the European Union

Our business is based in the UK.

The global headquarters of our website hosting provider Wix are in Israel. Israel is considered by the European Commission to offer an adequate level of protection for the personal information of EU Member State residents.

Your personal information may be stored through Wix's data storage, databases and the general Wix applications. Data is stored on secure servers behind a firewall.

Your data may be maintained, processed and stored by Wix and their authorised affiliates and service providers in the United States of America, in Europe (including in Lithuania, Germany and Ukraine), in Israel, and in other jurisdictions as necessary for the proper delivery of their services and/or as may be required by law.

Wix affiliates and service providers that store or process your data on Wix's behalf are each contractually committed to keep it protected and secured, in accordance with industry standards and regardless of any lesser legal requirements which may apply in their legal jurisdiction.

Wix's full privacy policy can be viewed at: <https://www.wix.com/about/privacy>

12. Control over your own information

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal information changes.

At any time you may contact us to request that we provide you with the personal information we hold about you.

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

13. Communicating with us

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We may keep personally identifiable information associated with your message, such Identity Information and Contact Information so as to be able to respond to you.

14. Complaining about our privacy policy

If you are not happy with our privacy policy or if you have any complaint then you should tell us.

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for

our sole discretion as to whether we do give information, and if we do, what that information is.

If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

15. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by our tax authorities; and
- to support a claim or defence in court.

16. Jurisdiction

Our privacy policy has been written so as to comply with the law of England and Wales.

We may update it from time to time as necessary.