

Reframing Birth Privacy Policy

Reframing Birth (“we”, “us”, “our”) fully respects your individual privacy and we treat your personal data as confidential. The policy below explains how we use the data that you share with us when you contact us or use our services. We will never sell or share your details with third parties for their mailing or marketing purposes.

Whenever you give us personal data, you are consenting to its collection and use in accordance with this privacy policy.

What personal data do we collect?

We may collect personal data such as your name, address, telephone number, age, mobile number, email address and job role.

How is my personal data used by Reframing Birth?

If you provide personal data to us, we will collect that information and use it for the purposes for which you have provided it and in accordance with this privacy policy.

Legal basis for processing personal data

We will collect your personal data where there is a need to perform a contract with you, to provide you with a service that you have requested, or where the processing is in our legitimate interests and not overridden by your data protection interests, fundamental rights or freedoms, or where we have your consent to do so.

Should your personal data be collected in our legitimate interests (or those of any third party), other than described to you in this policy, we will make clear to you at an appropriate time what those legitimate interests are.

Account management

Where you obtain services or products from Reframing Birth, we may use your contact details and (where applicable) payment information for the purposes of (i) providing client support, course details and training information, (ii) billing and invoicing, (iii) verifying client satisfaction (iv) maintaining our company accounts and records, (v) providing quotes that you request and information relating to products or services that are relevant to you, and (vi) to inform you of any changes to our website, services and products.

Market research and surveys

If you participate in surveys, we may use your personal data for our internal business and training purposes in order to improve our understanding of our client’s demographics, requirements, and to measure and increase customer satisfaction.

Email communications

We adhere to the following guidelines in relation to our email communications:

- emails will clearly identify Reframing Birth as the sender,
- emails will include our physical postal address,

- emails sent to you for marketing purposes will include an option to unsubscribe from future email messages,
- you may unsubscribe from all mailing lists, with the exception of any emails regarding legal notices or invoicing.

Will Reframing Birth ever share your personal data?

In order to provide our customers with services directly relating to their requests, we may put you in touch with a third party and will only ever do this at your request and with your explicit consent.

In the event that we receive requests from government departments, agencies or other official bodies, we will only disclose your information if and to the extent that we believe we are legally required to do so (for example, but without limitation, upon receipt of a court order, warrant, subpoena or equivalent).

Except as set out above, we will not disclose your personal data save where we need to do so in order to enforce our rights.

Whenever we share personal data, we take all reasonable steps to ensure that it is treated securely and in accordance with this privacy policy.

Data retention

Personal data shall only be retained for the purpose that it was intended and for a period of time deemed necessary for legitimate business purposes. This includes; providing the services or products that we supply to you, to process transactions and refunds and to comply with legal, tax and regulatory requirements. Your personal data will continue to be retained for as long as is reasonably necessary to meet our obligations.

Beyond the period that we no longer require your personal data for legitimate business purposes, we will cease to process the data. Your data will be either securely destroyed, erased, deleted or anonymised.

Browsing our Site

When you connect to the site, we may store a log of your visit that shows the unique number your machine uses when it is connected to the Internet - its IP address. This tells us what your machine has looked at, whether the page request was successful or not and which browser your machine used to view the pages. This data is used for statistical purposes as well as to help customise the user experience as you browse the Site and subsequently interact with ABtec and our suppliers. This helps us to understand which areas of the site are of particular interest, which pages are not being requested, and how many people are visiting the Site in total. It also helps us to determine which products and services may be of specific interest to you. We may attempt to contact you through these details if necessary, including, without limitation, when you are using the wrong paths to access the Site or are breaching restrictions on the use of the Site. We may also use this information to block IP addresses where there is a breach of the Terms and Conditions for use of the site as detailed in this policy.

Links

This privacy policy applies to personal data collected by us. If an email or site contains links to a third party site, please be aware that we are not responsible for the content or privacy practices of such

site. We encourage our users to be aware when they leave our site, and to read the privacy policy of other sites that collect personal data.

Children

The services and products that we provide are intended for purchase by persons over the age of 16. Services may only be provided to persons under the age of 16 when the young person is accompanied by a legal guardian.

Security

We endeavour to hold all personal data securely in accordance with our internal security procedures and applicable law.

Unfortunately, no data transmission over the Internet or any other network can be guaranteed as 100% secure. As a result, while we strive to protect your personal data, we cannot ensure and do not warrant the security of any information you transmit to us, and this information is transmitted at your own risk.

Contact

This is the website of Reframing Birth, a business in England.

If you want to request any information about your personal data or believe that we are holding incorrect personal data on you, please contact hannahgerken@hotmail.co.uk. It is possible to obtain a copy of the information that we hold on you.

Notification of changes

This privacy policy was last updated on 23/05/18. We reserve the right to amend or vary this policy at any time and the revised policy will apply from the date posted on the site. You accept that by doing this, we have provided you with sufficient notice of the amendment or variation.