



## **To the Moon and Stars Sleep Coaching website privacy policy**

At To the Moon and Stars Sleep Coaching, we are committed to protecting and respecting your privacy. The following privacy policy outlines when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Please read the following carefully to understand our practices regarding your data and how we will treat it. This covers, without limitation, your interaction with and use of the To the Moon and Stars Sleep Coaching website, [www.tothemoonandstars.co.uk](http://www.tothemoonandstars.co.uk).

By using our website or other properties you consent to the collection and use of the information you provide to us, as outlined in this privacy policy.

Our contact details:

Name: Francesca Nicholls – To the Moon and Stars Sleep Coaching

E-mail: [hello@tothemoonandstars.co.uk](mailto:hello@tothemoonandstars.co.uk)

Privacy notice updated: 18<sup>th</sup> September 2023.

The below summarises how you may interact with us and how we treat your data. Please take time to understand this as it will affect how your data is managed and what you need to do if you have any questions or want to make any changes.

### **Collection of personal information**

- We currently collect and process the following information: Personal identifiers such as full name & contacts details (email and phone number).
- The personal information we process is provided to us directly by you in order to contact you for a consultation or for a record of attendance at a workshop or event. This may be through our booking system or the 'contact me' section of the website.
- To the Moon and Stars Sleep Coaching wants to give you the best service possible. In order to achieve this, when you interact with us via our website, a consultation or workshop, we will gather information on you in order to improve these interactions and to be able to provide the best advice and consequent sleep plan or for use in follow up support periods.
- We will not share this information with third parties or other organisations.
- Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are for a legitimate interest.

### **Browsing our website**

In general, you can browse the To the Moon and Stars Sleep Coaching website without giving us any personal information. We use Google Analytics to analyse traffic to our website in order to understand our visitors' needs and to continually improve the site for you. We collect only anonymous, aggregated statistics. There are some services on our website that require you to input personal data. For example, to purchase packages. We will never sell, rent or trade email lists with other companies or third parties.

### **Use of Cookies**

A cookie allows us to analyse traffic patterns to our website. A cookie cannot give us access to your computer or to information beyond what you provide us. Most web browsers automatically accept cookies; consult your browser's manual or online help if you want information on restricting or



disabling the browser's handling of cookies. If you disable cookies, you can still view the publicly available information on our website. If you are using a shared computer and you have cookies turned on, be sure to log off when you finish.

Date: 18/09/2023

### **Links to other websites**

Our website contains links to information on other websites. On websites we do not control, we cannot be responsible for the protection and privacy of any information that you provide while visiting those sites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

### **Social Media and other platforms**

We use social media and other similar platforms such as Instagram or Facebook to interact with our customers. When this happens, you will have a direct relationship with these platforms and agree to their terms of use. We only have information that you have agreed for us to access through these platforms. We are not responsible for these platforms and how they manage your data. Should you have any privacy related questions please contact them. If you have any questions about our social media activity, please contact To the Moon and Stars Sleep Coaching at [hello@tothemoonandstars.co.uk](mailto:hello@tothemoonandstars.co.uk)

### **How we store your personal information**

Your information is securely stored and password protected. We keep your personal information for the length of time deemed necessary but we will then dispose your information by deleting your data and securely shredding any paper documentation.

### **Your data protection rights**

Under data protection law, you have rights including: asking us for copies of your personal information.

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete, for example of a consultation plan.

You have the right to ask us to erase your personal information 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 at [hello@tothemoonandstars.co.uk](mailto:hello@tothemoonandstars.co.uk) if you wish to make a request.

### **How to complain**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), <https://www.ico.org.uk>, the UK supervisory authority for data protection issues. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance