



The
Radiant Hand

Privacy Notice

1. Your Privacy

The Radiant Hand takes your privacy seriously and will only use the personal information you share with us to administer your account and to provide the products and services you have requested from us.

The Radiant Hand will only pass your details electronically to our administration provider companies; Glofox, Stripe and Mailchimp, to administer your account with The Radiant Hand. These companies will not use your details for any other purpose including marketing their own products and services. Clients' details will never be shared with any other company.

2. The Legal Basis

The Radiant Hand collects and processes your personal data under the legal basis of 'consent' under the General Data Protection Regulation, 2016. This means you have given consent to The Radiant Hand to process your individual data.

3. What information do we collect?

We collect your name, telephone number and email address when you sign up to The Radiant Hand either online or on The Radiant Hand App via Glofox.

We may go on to collect date of birth, postal address, medical information and payment details, depending on the products and services you purchase from us.

If you take part in courses or therapies, we will also collect additional relevant information on paper, with your consent.

You have a right to view any information we hold about you at any time, so please email: info@theradianthand.co.uk if you would like to request this.

- **Electronic Information**

- All information stored electronically will be deleted automatically after 3 years of no purchase being made from The Radiant Hand.
- Glofox supplies the cloud business management platform for The Radiant Hand and The Radiant Hand App, which is used for booking classes, courses and retreats. The Radiant Hand also sends push notifications via Glofox to clients who have actively consented to this.

You can delete your own details at any time from Glofox, or alternatively please email info@theradianthand.co.uk to request this.

Glofox can retrieve deleted accounts. If you would like your details to be deleted permanently, please email: info@theradianthand.co.uk and await email confirmation that this has been done within 14 days of the request being made.

- Stripe provides online payment processing for The Radiant Hand.

You can request deletion of their details from Stripe by emailing info@theradianthand.co.uk

- The Radiant Hand uses Mailchimp as a platform for sending emails to clients who have actively consented to receiving marketing and communications. These include information about classes, courses, retreats, therapies, offers and competitions we provide.

You can remove your details from our communications mailing list stored by Mailchimp by clicking 'unsubscribe' at the bottom of any email received. Alternatively please email info@theradianthand.co.uk.

- **Information stored on paper**

- Paper notes from any yoga courses you attend will be kept securely for 2 years from the end date of the course. After 2 years an electronic record, detailing your name and grade achieved will be kept and all paper documentation destroyed confidentially.
- Paper notes from any therapies appointments you attend (including physiotherapy and massage) will be kept securely for 3 years after the end of the treatment and then destroyed confidentially.
- You can request for your information stored on paper to be destroyed confidentially at any time by emailing: info@theradianthand.co.uk

4. Further information

For more information about our privacy practices and to view our full Data Protection Policy, please visit our website: www.theradianthand.co.uk