

Connected Flow Privacy Policy

What type of information do we collect?

Connected Flow does not collect information directly from customers using the website. Our website host (Cloudflare) may use cookies and similar technologies to enable security and the functionality of our site, however it is our understanding based on their policies that they do not directly collect user information from static websites hosted on their platform. For more information on Cloudflare's cookies please see the following links:

<https://www.cloudflare.com/en-gb/cookie-policy/>

<https://developers.cloudflare.com/fundamentals/reference/policies-compliances/cloudflare-cookies/>

Connected Flow collects certain aspects of personal data as relevant and necessary to the client's consultation and treatment. This is never indirectly collected through the use of our website. All data held by us is only collected or processed following initial contact being made by a user/customer. By contacting us directly, you consent to our processing of your data for the process of discussing treatment options and any associated bookings made. Where possible, any information collected is not held digitally and is maintained solely for the purpose of treatment of the client. Unless initiated by the client/potential client, disclosure of personally identifiable information will be completed during an initial consultation, and not via phone or email or any messaging platform that we use. Phone numbers or email's may be held on the company contact list, however this is held on an encrypted device used solely by those working directly for Connected Flow.

Your data is not shared by us with any other individual/organisation without prior written consent of the client. Where necessary, such as in the process of any legal proceedings, it may become necessary to release client information. If this is necessary, the client will be given due notice of this in writing.

How/Why do you collect information?

Connected Flow does not directly collect information through our website. If an enquiry is made by a potential client, we will respond to you using our company email, telephone or messaging platforms (such as facebook messenger). By making initial contact with us, you agree that we may use your data/information for this purpose.

Personal Information (that is collected directly by Connected Flow) is therefore used by Connected Flow for the following purposes:

To provide and operate the Services;

To provide our Users with ongoing customer assistance and support;

To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;

To comply with any applicable laws and regulations.

How do you communicate with your site visitors?

Direct communication (such as mailing lists and direct marketing) does not occur with general site visitors. If you make an enquiry, we may respond to you to notify you regarding your appointments and treatment, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How do you use cookies and other tracking tools?

Connected Flow does not directly utilise any cookies or tracking tools to monitor user information. Our website host, Cloudflare, may use cookies and similar technologies to enable services and functionality on our site and to understand your interaction with their platform. You can view more regarding their use of cookies on the links above.

How can your site visitors withdraw their consent?

As stated above, Connected Flow does not collect data on general users of the website. Any cookies used are solely for the purpose of providing site functionality and security and are implemented by Cloudflare. We do not access any of this data, should it be collected. Connected Flow maintains physical copies of data (client intake form, treatment notes) for the purpose of treatment and client support. At the end of a treatment plan, your data is maintained confidentially for 12 months and then destroyed. If at any time you want us to destroy your data, please contact us at chris@connectedflow.co.uk. Please note that in the case of any ongoing or pending investigation, your data may be retained for as long as is necessary to provide information to the relevant authorities.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at chris@connectedflow.co.uk