

<b>Customer Privacy Notice</b>	<b>P - 04</b>
<b>Version</b>	<b>V01</b>
<b>Date of Origin</b>	<b>01/07/2024</b>
<b>Responsible person</b>	<b>Director - Tristan Kluibenschadl</b>
<b>Review Date -</b>	<b>01/07/2026</b>
<b>Amendments</b>	

## **Commitment**

Stak.life CIC is committed to handling your personal information in accordance with the General Data Protection Regulation(GDPR). Here is how:

### **1.Our contact details**

Email [stakoffice@gmail.com](mailto:stakoffice@gmail.com)

### **2. What information we collect, use, and why**

2.1 We collect or use the following information to provide services and goods:

- Names and contact details
- Addresses
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

2.2 We also collect or use the following information to **provide services and goods:**

- Health information
- Names and contact information

2.3 We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- IP addresses
- Records of consent, where appropriate

2.4 We collect or use the following information to **improve services offered** :

- Names and contact details
- Marketing preferences
- IP addresses
- Website and app user journey information

**3. Our lawful bases for collecting or using personal information to provide services and goods are:**

- Consent
- Contract
- Legitimate interest:
  - To enable the development of services to benefit clients. To enable accurate and binding contractual obligations for the benefit of clients as well as the CIC

3.1 Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Contract
- Legitimate interest:
  - To enable the development of services to benefit clients.

3.2 Our lawful bases for collecting or using personal information for **To improve services offered** are:

- Consent
- Contract
- Legitimate interest
  - To enable the development of services to benefit clients.

#### **4. Where we get personal information from**

- People directly
- Schools, colleges, universities or other education organisations
- Councils and other public sector organisations
- Businesses and organisations enquiring as to our services

#### **5. How long we keep information**

- We only keep your data for sufficient time to affect the purpose of its collection. We securely destroy it once we no longer have a bona fide use for it.

#### **6. Who we share information with**

- Organisations we need to share information with for safeguarding reasons
- Professional consultants

- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

## 7. Your data protection rights

7.1 Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal data.
- **Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.
- You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.
- **Accessibility** To make a data protection rights request, please contact us using the contact details at the top of this privacy notice. High contrast copies of documents can be requested to assist with processing if required, ie dyslexia, Irlens friendly.

## 8. How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

**9. The ICO's address:**

**Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**

**Helpline number: 0303 123 1113**

Website: <https://www.ico.org.uk/make-a-complaint>

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