

Forest in Mind Privacy Notice

My contact details

Name: Ana Oliveira

Phone Number: 07460734556

E-mail: forestinmind@protonmail.com

The type of personal information I collect

We currently collect and process the following information:

- Personal identifiers and contacts (Name, phone number and e-mail address)
- Financial and transaction information (bank account details, invoice amounts and payments)

How I get the personal information and why do I have it

Most of the personal information I process is provided to me directly by you for one of the following reasons:

- You signed up for a forest bathing walk with Forest in Mind
- You made an enquiry regarding activities of Forest in Mind
- You wish to receive information about of Forest In Mind
- You paid for a forest in mind service

I use the information that you have given me in order to:

- Send tickets and information regarding activities
- Notify you of any changes or cancellations regarding Forest in Mind activities
- Contact you regarding services you requested
- To arrange payment of my fees by you or a third party
- For the purposes of regulatory or legal proceedings

Your information is directed automatically to the email account of Forest in Mind and won't be shared with third parties.

Under the General Data Protection Regulation (GDPR), the lawful bases I rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting forestinmind@protonmail.com

How we store your personal information

Your information is stored in an end-to-end encrypted e-mail server protected by a password one known to me

I keep Personal identifiers and contacts until you request to erase them. I will then dispose your information by permanently deleting it from my e-mail server. I keep that information to confirm that the relationship existed – and that it has ended – and to defend possible future legal claims

I keep financial and transaction information until full payment has been made by the service requested by you. I will then dispose your information by permanently deleting it from my e-mail server.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - 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.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, 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 me at forestinmind@protonmail.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to me at forestinmind@protonmail.com

You can also complain to the ICO if you are unhappy with how I have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>