

Privacy Policy

This policy is effective from 21st January 2025. Next review date is 21st January 2026.

This privacy notice for Keskar Music Therapy ('we', 'us', or 'our'), describes how and why we might collect, store, use and/or share ('process') your information when you use our services such as when you

- Visit our website at <http://www.keskarmusictherapy.co.uk> or any website of ours that links to this privacy notice
- Engage with us in other related ways, including any sales, marketing, or events

Reading this privacy notice will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at clairehamlen@keskarmusictherapy.co.uk

Summary of Key Points

This summary provides key points from our privacy notice, but you can find out more details about any of these topics by clicking the link following each key point or by using our *table of contents* below to find the section you are looking for.

When you visit, use, or navigate our Services, we may process personal information depending on how you interact with us and the Services, the choices you make, and the products and features you use.

We may process sensitive personal information when necessary with your consent or as otherwise permitted by applicable law.

We may collect information from third parties in specific situation and with specific third parties.

We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so.

We may share information in specific situations and with specific third parties.

We have organisational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information.

Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information.

The easiest way to exercise your rights is by submitting a *data subject access request* or by contacting us. We will consider and act upon any request in accordance with applicable data protection laws.

Table of Contents

1. The information we collect
2. How we process your information
3. The legal bases we rely on to process your personal information
4. When and with whom we share your personal information
5. Cookies and other tracking technologies
6. How long we keep your information safe
7. Information from minors
8. Your privacy rights
9. Controls for do-not-track features
10. Updates to this notice
11. How to contact us about this notice
12. How to review, update, or delete the data we collect from you

1. The Information we collect

Personal information you disclose to us.

We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

Personal information provided by you.

The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include the following:

- Names
- Email addresses
- Phone numbers

Sensitive information.

When necessary, with your consent or as otherwise permitted by applicable law, we process health data.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

2. How we process your information

We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- *To deliver and facilitate delivery of services to the user.* We may process your information to provide you with the requested service.
- *To save or protect an individual's vital interest.* We may process your information when necessary to save or protect an individual's vital interest, such as to prevent harm.

3. The Legal Bases we Rely on to Process your Information

We only process your personal information when we believe it is necessary and we have a valid legal reason (i.e. legal basis) to do so under applicable law, like with your consent, to comply with laws, to provide you with services to enter into or fulfill our contractual obligations, to protect your rights, or to fulfill our legitimate business interests.

The General Data Protection Regulation (GDPR) and UK GDPR require us to explain the valid legal bases we rely on in order to process your personal information. As such, we may rely on the following legal bases to process your personal information:

- *Consent.* We may process your information if you have given us permission (i.e. consent) to use your personal information for a specific purpose. You can withdraw your consent at any time. Learn more about *withdrawing your consent*
- *Performance of a Contract.* We may process your personal when we believe it is necessary to fulfill our contractual obligations to you, including providing our Services or at your request prior to entering into a contract with you.
- *Legal Obligations.* We may process your information where we believe it is necessary for compliance with our legal obligations, such as to cooperate with a law enforcement body or regulatory agency, exercise or defend our legal rights, or disclose your information as evidence in litigation in which we are involved.
- *Vital interests.* We may process your information where we believe it is necessary to protect your vital interests or the vital interests of a third party, such as situations involving potential threats to the safety of any person.

4. When and with Whom do we Share your Personal Information.

We may need to share your personal information in the following situations:

- *Business Transfers.* We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- *When we use Google Maps Platform APIs.* We may share your information with certain Google Maps Platform APIs (e.g. Google Maps API, Places API).

We may collect information from third parties in specific situation and with specific third parties. Learn more about *how we collect information from third parties...*

5. Cookies and other tracking technologies

We may use cookies and similar tracking technologies (like web beacons and pixels) to gather information when you interact with our Services. Some online tracking technologies help us maintain the security of our Services, prevent crashes, fix bugs, save your preferences, and assist with basic site functions.

We also permit third parties and service providers to use online tracking technologies on our Services for analytics and advertising, including to help manage and display advertisements, to tailor advertisements to your interests. The third parties and service providers use their technology to provide advertising about products and services tailored to your interests which may appear either on our Services or on other websites.

6. How long we keep your information

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

7. How we keep your information safe

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

8. Information from minors

We do not knowingly collect, solicit data from, or market to children under 18 years of age, nor do we knowingly sell such personal information. By using our Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor

dependent's use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at clairehamlen@keskarmusictherapy.co.uk

9. Your privacy rights

In some regions (like the EEA, UK, and Switzerland), you have certain rights under applicable data protection laws. These may include the right: to request access and obtain a copy of your personal information; to request rectification or erasure; to restrict the processing of your personal information; if applicable, to data portability, and; not to be subject to automated decision-making. In certain circumstances, you may also have the right to object to the processing of your personal information. You can make such a request by contacting us at clairehamlen@keskarmusictherapy.co.uk

We will consider and act upon and request in accordance with applicable data protection laws.

If you are located in the EEA or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to the UK data protection authority.

Withdrawing your consent: If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us at clairehamlen@keskarmusictherapy.co.uk

However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

If you have questions or comments about your privacy rights, you may email us at clairehamlen@keskarmusictherapy.co.uk

10. Controls for do-not-track features

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ('DNT') feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage, no uniform technology standard for recognizing and implementing DNT signals has been finalised. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

11. Updates to this Notice

We may update this privacy notice from time to time, The updated version will be indicated by an updated 'Revised' date at the top of this privacy notice. If we make material changes to this

privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

12. Contacting us about this notice

If you have questions or comments about this notice, you may contact our Data Protection Officer (DPO) by email at clairehamlen@keskarmusictherapy.co.uk

13 How to review, update, or delete the data we collect from you

You have the right to request access to the personal information we collect from you, details about how we have processed it, correct inaccuracies, or delete your personal information. You may also have the right to withdraw your consent to our processing of your personal information. These rights may be limited in some circumstances by applicable law. To request to review, update, or delete your personal information, please contact clairehamlen@keskarmusictherapy.co.uk