

The Life Enricher Privacy Policy

This privacy policy sets out how we use and protect any information that you give us when you use this website. We take your privacy very seriously, therefore we urge you to read this policy very carefully because it contains important information about us and:

- The personal information we collect about you, as a website user
- What we do with your information, and
- Who your information may be shared with

The Life Enricher is committed to ensuring your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy policy.

The Life Enricher may be required to make updates to this privacy policy from time to time. You should check this page regularly to ensure that you are happy with any changes. This policy is effective from **1st September 2021**

Who are we?

In this privacy policy, references to 'we' or 'us' are to The Life Enricher Limited, a company incorporated in England and Wales (registered number 13378535) whose registered office is at 135 Parkanaur Avenue, Thorpe Bay, Essex, SS1 3JD and are a 'Data Controller' for the purposes of processing personal data as described in this privacy policy.

What we collect

We may collect the following information from you through your use of this website:

- Name
- Contact information including email address and telephone number
- Questions, messages, enquiries, or feedback you leave if you contact us
- Your Internet Protocol (IP) address, and details of which version of web browser you used
- Information on how you use the site, using cookies and page tagging techniques

What we do with the information we gather

- We use this information to understand your needs, answer your query and get back in touch with you to respond, where appropriate.
- We may use this information to improve our product and services
- We may periodically send promotional emails to you about new services, special offers or other information which we think you may find interesting using the email address which you have provided.
- We will also safely store your details for internal record keeping as well as compliance with legal and regulatory requirements. Please note, where applicable, your information may be passed on to any of our partners.
- We do not share personal information with companies, organisations, and individuals outside of The Life Enricher unless one of the following circumstances applies:

With your consent

We will share personal information with companies, organisations, or individuals outside of The Life Enricher when we have your consent to do so.

With External Hosting Providers

The Life Enricher website and business applications are hosted by external service providers. As a result, these companies and any resellers who provide user support to The Life Enricher will have access to your information (including your email and other data). These external service providers may also be able to view statistics regarding your use of the website, as well as see any personal information you send to us.

For External Processing

We provide personal information to our affiliates or other trusted businesses or persons to process it on our behalf, based on our instructions and in compliance with our privacy policy and any other appropriate confidentiality and security measures.

For Legal Reasons

We will share personal information with companies, organisations, or individuals outside of The Life Enricher if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request
- Enforce applicable Terms of Service, including investigation of potential violations
- Detect, prevent, or otherwise address fraud, security or technical issues and
- Protect against harm to the rights, property or safety of The Life Enricher, our users or the public as required or permitted by law

We may share non-personally identifiable information publicly and with our partners. For example, we may share information publicly to show trends about the general use of our services.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place technical and organisational security measures to safeguard and secure the information we collect online. All information is stored on secure servers, which are located within the European Economic Area and the US.

How we use cookies

A cookie is a small file, which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then all data is removed from the system.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites. Once you have left our site, we are no longer responsible for the protection and privacy of any information, which you provide whilst visiting such sites. You should exercise caution and look at the Privacy Policy of any third-party website before submitting any personal information to them.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- If you have previously agreed to direct marketing information you can change your mind at any time by unsubscribing from marketing activity or emailing rachel@thelifeenricher.co.uk or writing to us.
- We will not sell, distribute, or lease your personal information to third parties unless you have consented for us to do so or are required to do so by law.

Data Retention

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with an answer to a question you have asked or to comply with applicable legal requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it 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.

All data retention is reviewed annually.

Contact

You may request details of personal information, which we hold about you under the General Data Protection Regulations. If you would like a copy of the information held, please write to rachel@thelifeenricher.co.uk We will aim to respond to such requests without undue delay.

If you believe that any information, which we hold, about you is incorrect or incomplete, please email us as soon as possible, at the above email address. We will promptly investigate the issue and respond to you without undue delay to confirm any course of action that we shall take.

How To Complain

If you have any concerns about our use of your personal data you can make a complaint against The Life Enricher to rachel@thelifeenricher.co.uk

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

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline – 0303 123 1113
ICO website www.ico.org.uk