Privacy Policy

Celtic Heart Healing & Mara Luasa are committed to protecting your personal data.

It is our policy to collect, process and share your Data, provided to us by you in order to carry out the services requested by you and any contact in relation to those services only.

Your Data will not be used for any purposes other than those explicitly stated in this policy or requested by you in your dealings with us. This Privacy Policy describes how we collect, use, protect, process and share your personal data when you book sessions, workshops, training courses or private sessions with us, directly with Mara Luasa or otherwise interact with us.

We may update this Privacy Policy at any time to ensure we can carry out the services we provide in the most effective and efficient way possible. If we make changes we will notify you by revising the date on our published document on our website or for more substantial changes, by contacting you via email to seek consent.

1.**The identity of the controller** You are hereby informed that the Data that you provide is collected, used, protected and processed by Celtic Heart Healing, Mara Luasa and our administrative staff.

**2.Collection of Data** Your data is collected when you browse our website, contact us via email, phone or in person or through our website. Data we collect falls into the following categories:

• Identification information (name)

• Contact information (email, phone)

• Medical information for client sessions

• Transaction history Data is gathered directly from you from direct communication with us, i.e. client intake form

Data is gathered directly from you from direct communication with us, i.e. client intake form, registration form, health questionnaire, emails, phone calls, booking for events, transactions.

**2.1.** Information you provide to us We process data you provide directly to us, in particular when you complete a registration form, client intake form or class booking form. For example, we collect data when you create a booking, participate in a contest or promotion, register for an event or a course, or otherwise communicate with us. The data may include the following as well as any other type of information that we specifically request you to provide to us through our booking or client intake forms, such as :

• Name

• Phone no or Email

• Medical history

• Transaction history

**2.2.** Data Collected in person by Celtic Heart Healing, Mara Luasa or our admin staff, never by a third party.

**3.** **How we use the Data.** We may use information about you for the following purposes:

• provide, maintain and improve our services

• provide and deliver the service you request, process transactions and send you related information including confirmations, invoices and receipts

• respond to your comments, questions, requests and provide customer service

• monitor and analyse trends, usage and activities in connection with our services

• personalize and improve the services we provide

• send an intermittent newsletter if you have given separate consent to do so.

According to the GDPR, each data process is performed on one of the following legal bases:

• your consent

• the performance of the service requested by you

**4**. How we share your data

• Your data is not shared with anyone else. The only people who have access to your data is myself Mara Luasa, any admin staff and event organisers assisting me in some circumstances.

• In response to a request for information if we are required by, or believe disclosure is required by, any applicable law, regulation or legal process, including in connection with lawful requests by law enforcement, national security, or other public authorities.

**5.** The period of data retention Our insurance providers require us to retain all records for a period of 7 years after the last appointment, or in the case of minors, for 7 years after their 18th birthday. We use this timeframe for all of our data. After 7 years have elapsed without use, files are destroyed. We hold transaction data indefinitely on our online system to provide best customer service.

**6.** Security We are committed to taking appropriate measures designed to keep your data secure. Our technical, administrative and physical procedures are designed to protect data from loss, theft,

misuse and accidental, unlawful or unauthorized access, disclosure, alteration, use and destruction. We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once it is received.

7. Your rights Under the General Data Protection Regulations 2018 (GDPR) individuals have the significantly strengthened rights to:

• Obtain details about how their data is processed by an organisation or business;

• Obtain copies of personal data that an organisation holds on them;

• Have incorrect or incomplete data corrected;

• Have their data erased by an organisation, where, for example, the organisation has no legitimate reason for retaining the data;

• Obtain their data from an organisation and to have that data transmitted to another organisation (Data Portability);

• Object to the processing of their data by an organisation in certain circumstances;

• Not to be subject to (with some exceptions) automated decision making, including profiling.

8. In the event of a Breach Every precaution will be taken to avoid a breach of your data, but if such a breach should occur, it will be documented, assessed as to its severity and appropriate action taken. The Data Protection Commissioner will be informed, An Garda Síochana and financial institutions will be contacted for assistance and you will be contacted to help you take steps to mitigate the risks to yourself, if it is deemed a severe enough breach as to put you, your identity, your financial means etc. at risk.