



Privacy Policy

The AuDHD Environment Privacy Policy

Our contact details:

Name: The AuDHD Environment

Address: St. Peter's Brae, Peterwell Road, Turriff, Aberdeenshire, AB53 8RD

Email: hello@theaudhdenvironment.com

Website: www.theaudhdenvironment.com

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The purpose of this privacy policy is to inform users of the following:

- The personal data we collect
- How this data is used
- Who has access to the data
- The rights of our users

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Personal Data we collect

In order to give you the best possible experience when working with "The AuDHD Environment, we automatically collect & store information when you contact & work with us.

We currently collect and process the following information:

- Contact information. Data such as name, email address, physical address, number or other contact information
- Characteristics
- Search queries & FAQs. We collate FAQs that we receive from our clients & enquiries to help us provide the best possible service.
- Payment records (invoices, transactions)

Cookies

Our website may use cookies to enhance user experience. Cookies are small pieces of data stored on a user's device by a web browser. While cookies themselves do not contain personal information, they may be linked to personal data that we collect and process.

We use cookies for the following purposes:

- **Essential Cookies:** These cookies are necessary for the website to function properly. They enable core functionality such as security, network management, and accessibility.
- **Analytical Cookies:** These cookies allow us to analyse how users interact with our website, including which pages are visited most often and how users navigate our site. This information helps us improve our website and tailor our services to better meet user needs.
- **Marketing Cookies:** We may use marketing cookies to track user activity across different websites, allowing us to display targeted advertisements that are relevant and engaging to individual users.

By using our website, you consent to the use of cookies in accordance with this Privacy Policy. You can control and manage cookie preferences through your browser settings. Please note that disabling cookies may affect the functionality of our website and your user experience.

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How we get the personal information and why we have it

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

- You are an active coaching client.
- You have enquired about booking Emma for an event.
- You are attending one of our events, retreats or online courses.
- We also receive personal information indirectly, from the following sources in the following scenarios:
 - Social Media & websites – we may be conducting research & store public information from social media accounts, websites and other avenues.

We use the information that you have given us to ensure that we are providing you with the best possible service. Your personal information enables us to contact you, refer you onto other members both working alongside The AuDHD Environment & provide services effectively.

We may share this information with other members within 'The AuDHD Environment'.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we 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 us at hello@theaudhdenvironment.com

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How we store your personal information

To keep your personal information secure, we will communicate our privacy and guidelines to all future The AuDHD Environment employees and strictly enforce privacy safeguards within the company. Your information is stored securely on our main database, or on third party websites such as Microsoft for use of Teams

We keep contact information & characteristics for as long as is necessary or appropriate in accordance with this privacy policy. We will then dispose of your information by removing your profile from our database along with any personal records.

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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 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 30 working days from receiving your request to respond to you.

Please contact us at: hello@theaudhdenvironment.com or St. Peter's Brae, Fyvie, Aberdeenshire, AB53 8RD

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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: hello@theaudhdenvironment.com or St. Peter's Brae, Fyvie, Aberdeenshire, AB53 8RD

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

Our ICO Registration reference: ZC216627

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>