

## Privacy Notice

This privacy notice explains what information we collect from you when you interact with our website and how we store and manage this data to keep it safe and confidential. For our policy on how we deal with all your data, please request our Information Governance policy.

### **Why do we collect your information?**

We collect information which is necessary to be able to book you onto our ultrasound services through our secure website. When booking one (or more) of Miracle Within Ltd's services, you provide your consent to Miracle Within Ltd processing your information in line with this Privacy Notice. You have the right to refuse to provide us with your data, but this may mean we are unable to offer you our service.

### **What information do we collect about you?**

To be able to book you onto our services, we need to obtain the following personal information:

- Email address
- Contact number
- Payment details

### **How do we use your information?**

We use your email address to send a confirmation email of your booking and we ask for your contact number so we can contact you if we need to regarding your booking. Your payment details are required to take the £20 deposit, we use PayPal to process the transaction and PayPal hold your payment details.

Your information is also given to Nest Photography for them to be able to fulfil the included photography experience (where relevant) unless you have opted out of this.

### **How do we keep your information confidential and safe?**

Our site has an SSL Certificate and is therefore encrypted to ensure your information is stored securely.

Other than PayPal and Stripe, your information is not shared with any other third-party sites. We will not disclose your information to any third party without your permission and in general we will only ever use or pass on information about you if others involved in your care have a genuine need for it.

We follow rules and regulations to ensure we store and process your data lawfully in line with:

- Data Protection Act 1998
- General Data Protection Regulation 2018

- Health and Social Care Act 2015
- NHS Codes of Confidentiality and Information Security
- Human Rights Act
- Common Law Duty of Confidentiality

### **How do I access my information?**

Everybody has the right to find out what data we hold under the new General Data Protection Regulation (GDPR) 2018. You do not need to give a reason to see your data, you simply need to make a request in writing. Please contact the Registered Manager to request your data.

### **What to do if my details change?**

If your contact details change before your appointment is over, please update us via [scans@miraclewithin.co.uk](mailto:scans@miraclewithin.co.uk) or 01484 970358.

### **Are you registered with the Information Commissioners Office (ICO)?**

Yes, Miracle Within Limited is registered with the Information Commissioners Office (ICO) to describe the purposes for which they process personal and sensitive information.

### **What to do if you have a complaint?**

If you have concerns or are unhappy about any of our services, please contact the Registered Manager.

For independent advice about data protection, privacy and data-sharing issues, you can contact: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF - Phone: 0303 123 1113 Website: [www.ico.gov.uk](http://www.ico.gov.uk)

Georgia Thompson  
Managing Director May 2022