

MK Clairvoyants (including Healing the Soul Training)

Privacy Policy

For the purpose of this Privacy Policy, when referring to MK Clairvoyants we are using this as the trading organisation. This will for the purpose of this Privacy Notice be representing the needs of MK Clairvoyants and other associated businesses as registered with HMRC, these being: -

- Kirsty Psychic/Clairvoyant Medium
- Matt Grogan Clairvoyant Medium
- Healing the Soul Training
- Clairvoyant@Stembrook
- MK Clairvoyants
- KDG Hypnotherapy

MK Clairvoyants are committed to protecting and respecting your privacy. For any personal data you provide for the purposes of your reading, healing or another service delivered by ourselves, MK Clairvoyants is the Data Controller and is responsible for storing and otherwise processing that data in a fair, lawful, secure, and transparent way.

MK Clairvoyants will continue to undertake training, security protocols and maintain its membership of Information Commissioners Office as outlined under Data Protection Act 2018.

What personal data we hold on you

You may give us information about you by filling in forms at an event or online, or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register interest of to join ourselves for a workshop, reading, healing or training, If you subscribe to our newsletter, or participate in discussion boards on our website – mkclairvoyants.weebly.com] The information you give us may include your name, date of birth, address, e-mail address, phone number, We may also ask for relevant health information, other data of a personal nature as part of a medical pro-forma completed by ourselves or student healers.

Why we need your personal data

The reason we need your data is to be enable us to process your request for information or to go to a home address as part of a Clairvoyant/Psychic reading or for ticket sales. Our lawful basis for processing your personal is that we have a contractual obligation to you as a group member, client, or sitter or to provide the services you are registering for.

Reasons we need to process your data include:

For training, healing, or readings

- To administer training sessions.
- sharing personal data with either Matt or Kirsty for the purpose of receiving healing, training or for a reading
- sharing personal data with facility providers to manage access to the track or check delivery standards; and
- sharing personal data with ourselves for entry in events.
- For working with yourself to process medical information for the purpose of the appropriate healing be it Crystal, Spiritual, Rahanni, Reiki etc...

For developmental membership or for payment management

- processing of contact forms and payments.
- invitation to social events.
- club newsletter promoting activity

Marketing and communications (where separate consent is provided)

- sending information about promotions and offers from ourselves.
- sending information about selling merchandise or fundraising.

Please note we do not share any information outside of MK Clairvoyants and its associated businesses. All relevant information is stored securely and is in line with Data Protection laws in U.K. and GDPR Regulations in Europe.

On occasion we may collect personal data from outside i.e. people who do not sit in a circle or development programme but require our services for the purpose of the reading or healing requested. This may involve processing of card payments. In this incidence, we do not store financial information and all of our payments are encrypted and comply with PC DSS Compliance through our payment providers PayPal and Sum Up.

MK Clairvoyants has the following social media pages [Facebook, Linked In, Twitter, Instagram]. All group members and non-group members are free to join these pages. If you join one of the Social Media pages, please note that provider of the social media platform(s) has their own privacy policies and that MK Clairvoyants do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data on the club social media pages.

Who we share your personal data with?

We as a group do not share information with anyone outside of our premises. All payment information is encrypted and not stored, and so no financial data is not kept on site.

All medical information provided by yourself in a consultation or during a healing clinic is stored securely in a lockable cupboard.

All data that is electronic is protected and our computer has an adequate firewall to prevent your personal information being hacked and misused. In addition, we are a member of Information Commission Office as a member and our membership number is **ZA350984**. You can find our information and further information about ICO at ico.org.uk

MK Clairvoyants does not store or transfer your personal data outside of the UK. If it is working abroad, it will not transfer data from the member state to the U.K.

How long we hold your personal data

We will hold your personal data on file for as long as you are a group member with us. If you are having a single healing session, private reading or you are taking part in a training programme your data will be retained until this has been completed or in line with Data Protection laws. Healing records will be maintained for 8 years.

Your rights regarding your personal data

As a data subject you may have the right at any time to request access to, rectification or erasure of your personal data; to restrict or object to certain kinds of processing of your personal data, including direct marketing; to the portability of your personal data and to complain to the UK's data protection supervisory authority, the Information Commissioner's Office about the processing of your personal data.

As a data subject you are not obliged to share your personal data with ourselves. If you choose not to share your personal data with us, we may not be able to register or administer your request for the services, we provide.

<p>Our Privacy Notice will be reviewed on a yearly basis and in line with changes in both UK and European legislation. Our policy will reflect the present Data Protection Act 2018 and the General Date Protection Regulations (GDPR) which came into effect on 25th May 2018 to all EU members.</p>
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Signed: M.GROGAN / K.GROGAN

Date: 20/5/2020

MK Clairvoyants (inc. Healing the Soul Training)

Information Protection Policy

Policy Statement

MK Clairvoyants will ensure the protection of all information assets within the custody of the Business.

High standards of confidentiality, integrity and availability of information will always be maintained.

Purpose

Information is a major asset that MK Clairvoyants has a responsibility and requirement to protect.

Protecting information assets is not simply limited to covering the stocks of information (electronic data or paper records) that the Organisation maintains. It also addresses the people that use them, the processes they follow, and the physical computer equipment used to access them.

This Information Protection Policy addresses all these areas to ensure that high confidentiality, quality, and availability standards of information are maintained.

The following policy details the basic requirements and responsibilities for the proper management of information assets at MK Clairvoyants. The policy specifies the means of information handling and transfer within the Business.

Scope

This Information Protection Policy applies to all the systems, people and business processes that make up the Business's information systems. This includes all Partners, Employees, contractual third parties and agents of the Organisation who have access to Information Systems or information used for MK Clairvoyants purposes.

Definition

This policy should be applied whenever Business Information Systems or information is used. Information can take many forms and includes, but is not limited to, the following:

- Hard copy data printed or written on paper.
- Data stored electronically.
- Communications sent by post / courier or using electronic means.
- Stored tape or video.
- Speech.

Risks

MK Clairvoyant recognises that there are risks associated with users accessing and handling information to conduct official business.

This policy aims to mitigate the following risks:

- The non-reporting of information security incidents
- inadequate destruction of data,

Non-compliance with this policy could have a significant effect on the efficient operation of the organisation and may result in financial loss and an inability to provide necessary services to our customers.

Policy compliance

If any user is found to have breached this policy, they may be subject to MK Clairvoyants disciplinary procedure. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it may apply to you, seek advice from Matt or Kirsty

Policy Governance

The following table identifies who within MK Clairvoyants is Accountable, Responsible, Informed or Consulted with regards to this policy. The following definitions apply:

- **Responsible** – the person(s) responsible for developing and implementing the policy.
- **Accountable** – the person who has ultimate accountability and authority for the policy.
- **Consulted** – the person(s) or groups to be consulted prior to final policy implementation or amendment.
- **Informed** – the person(s) or groups to be informed after policy implementation or amendment.

Responsible	Matt Grogan
Accountable	Matt and Kirsty Grogan
Consulted	Matt and Kirsty Grogan
Informed	All members, owners and trainees

Review and Revision

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 12 months.

Policy review will be undertaken by Matt and Kirsty

References

The following MK Clairvoyants policy documents are directly relevant to this policy, and are referenced within this document:

- Email Policy.
- Internet Acceptable Usage Policy.
- Remote Working Policy.
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The following MK Clairvoyants policy documents are indirectly relevant to this policy

- Privacy Notice
- Data Protection Policy

Key Business

- The Business must draw up and maintain inventories of all-important information assets.
- Access to information assets, systems and services must be conditional on acceptance of the appropriate Acceptable Usage Policy.
- Users should not be allowed to access information until Matt and Kirsty are satisfied that they understand and agree the legislated responsibilities for the information that they will be handling.
- PROTECT and RESTRICTED information must not be disclosed to any other person or organisation via any insecure methods including paper-based methods, fax and telephone.
- All information of a sensitive nature should not be sent via email unless it is a guaranteed encrypted site such as GCSX

Applying the Policy

The process of identifying important information assets should be sensible and pragmatic.

Important information assets will include, but are not limited to, the following

- Filing cabinets and stores containing paper records.
- Computer databases.
- Data files and folders.
- Software licenses.
- Physical assets (computer equipment and accessories, PDAs, cell phones).

- Key services.
- Key people.
- Intangible assets such as reputation and brand.

MK Clairvoyants must draw up and maintain inventories of all-important information assets that it relies upon. These should identify each asset and all associated data required for risk assessment, information/records management, and disaster recovery. At minimum it must include the following:

- Type.
- Location.
- Designated owner.
- Security classification.
- Format.
- Backup.
- Licensing information.

Personal information

This is any information about any living, identifiable individual. The business is legally responsible for it. Its storage, protection and use are governed by the Data Protection Act 2018.

PROTECT or RESTRICTED information **must not** be disclosed to any other person or organisation via any insecure method including, but not limited, to the following:

- Paper based methods.
- Fax.
- Telephone.

Where information is disclosed/shared it should only be done so in accordance with the persons permission

Any sharing or transfer of information with other organisations must comply with all Legal, Regulatory and Policy requirements. In particular this must be compliant with The Data Protection Act 2018, The Human Rights Act 2000 and the Common Law of Confidentiality.

Signed: M.GROGAN / K.GROGAN

Date: 20/5/2020

PRIVACY POLICY

This is MK Clairvoyant's privacy policy. We are located at Stembrook Shopping Arcade, Stembrook, Dover, Kent CT16 1PF and you can email us at mkclairvoyants@gmail.com. This privacy policy explains how we use any personal information we collect about you and why we collect it.

What Information Do We Need?

We need your contact details, your: name, phone number, address, postcode, and email address. We will also need information about your booking and when you are wanting to have a reading

Why Do We Need It, How Will We Use It and How Long Will We Retain It?

We need all the details above to ensure that we can contact you and check that you are coming for a reading or to cancel it in the event of an illness. We will store your information for 7 years after the date of your reading. Our lawful basis for processing this personal information is 'contract', this means that we have a legal reason to ask you for your data because we need it for contractual reasons. You do not have to share your personal data with us, but if you do not, we cannot offer you a reading with MK Clairvoyants. You must fulfil your side of the contract (share your personal information) for us to fulfil ours (carry out a reading).

Marketing

We would also like to send you information about the products and services we offer using the information you have shared with us, but you do not have to agree to this for treatment to go ahead. If you agree to being contacted for marketing purposes using the following methods, please tick the relevant boxes to give your consent. You may withdraw this consent at any time by emailing us at mkclairvoyants@gmail.com or calling us on 07867944355.

Post Email Phone SMS

Will We Share Your Information?

We will not share your information with anyone outside of MK Clairvoyants.

Who Can I Complain to If I Feel You Are Not Handling My Data Correctly?

Please contact us if you have any questions about this privacy policy or the information we hold on you, you can do this by email mkclairvoyants@gmail.com or post MK Clairvoyants, Stembrook Shopping Arcade, Stembrook, Dover, CT16 1PF. Our ICO Reference is **ZA350984**. If you believe we are not handling your data correctly you have a right to make a complaint, this should be sent to us using the above contact details. If you are unhappy with our response you should then contact the ICO (independent commissioner's office) by contacting them or using the following web page <https://ico.org.uk/concerns/> .

Client signature:

Date: