**Tranquility Within Privacy Policy**

This is the privacy notice of Tranquility Within. In this document, “we”, “our” or “us” refer to Tranquility Within.

This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we may collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.

**What Information we collect.**

We may collect the following information:

Name, contact Information including email address, other information relevant to the services we provide to you.

**The purpose of collecting this information:**

The information can be gathered over the telephone, via Facebook or personally when you visit us.

If you contact us through Facebook, we will also collect your Profile name, photo and the information you provide in your message.

The information is collected and retained for as long as necessary so that:-

* we can provide you with the services you have requested
* to comply with other law
* to support a claim or defence in court

**Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical and managerial procedures to safeguard and secure the information we collect.

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

We do not sell, rent or trade email lists with other companies and businesses for marketing purposes.

**Cookies**

Cookies are small text like files that are placed on your computer’s hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed to provide you with a personalised experience and the website owner with statistics about how to use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose service we use.

If you choose not to use cookies or you prevent their use through your browser settings, you may not be able to use all the functionality of our website.

We use cookies to track how you use our website.

**Links to other websites**

This website may contain links to other websites of interest and relevance. However we have no control over these sites and therefore cannot be responsible for the protection and privacy of any information you go onto provide. Always read their privacy policy and make sure you are happy before disclosing any information.

**Access to your personal information**

* At any time you may review, update personally identifiable information that we hold about you.
* To obtain a copy of any information that is not provided on our website you may send us a request at mailto:elaine.tranquilitywithin@gmail.com.
* After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

**Removal of your information**

If you wish us to remove personally identifiable information you may contact us at mailto:elaine.tranquilitywithin@gmail.com.

This may limit the service we can provide to you.

**Verification of your information**

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

**How you can complain**

* If you are not happy with our privacy policy or you have any complaint then you should tell us by email. Our address is mailto:elaine.tranquilitywithin@gmail.com.
* If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.
* If you are in any way dissatisfied about how we process your personal information, you have the right to lodge a complaint with the Information Commissioner’s Office. This can be done at hhtps://ico.org.uk/concerns/

**Review of this policy**

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any questions regarding our privacy policy, please contact us.