



## Privacy Policy

### Our commitment to privacy:

This privacy statement explains how Menopausal Not Mad (referred to as “we”, “us” or “MNM”) collects information from you in any manner or as expressly described in the privacy statement and how this information is then used. When you provide us with your personal data you consent to us processing all such personal data as set out in the privacy statement. Please read this privacy statement carefully and revisit this page from time to time to review any changes that we may have made. If you have any questions, comments or concerns about how we handle your personal information, please email us [support@menopausalnotmad.co.uk](mailto:support@menopausalnotmad.co.uk)

This statement provides a summary of the full Privacy Policy. Both the statement and the full Privacy Policy applies to information collected by MNM via MNM website and in any manner described in the Privacy Statement.

### Protecting your personal information:

Your personal data is protected by General Data Protection Regulations (GDPR). You can find the details for the UK Information Commissioner at <https://ico.org.uk/>

As a registered data controller, we are required to take appropriate technical measures to protect your personal information including making a regular backup of our system and data. We have security measures in place to make sure any personal information we collect is secure. Only a limited number of staff and associates can access.

All parties with access to your information are subject to confidentiality obligations. If you think someone else knows your data, or is using it, tell us immediately.

Even though we take appropriate technical steps to protect your security, you should remember that data transmission over the internet cannot always be guaranteed as 100% secure so you use the website at your own risk.

### Personal Information:

We collect personal data about you when you enroll, subscribe or work with us. We may ask you for sensitive personal data and for your consent to use it for a specific purpose. If you do not wish to provide this information, you may select the Not Known/Not Provided or Prefer not to say option. When you access your course materials we collect information about how you use those materials. You may provide us with further personal data if you use one of our learning or communications facilities or use one of our online skills tests.

We use cookies and other technologies to keep track of how you interact with our website and to target advertising. For further information about this please see our Use of Cookies Statement.

## **Purposes and Disclosures:**

We use your personal information to deal with your queries, to provide you with the services you request, customer feedback and for general statistics and research.

Depending on the preferences indicated by you:

- we may use your personal data to contact you about developments and offers.
- MNM may disclose your personal data to relevant associates.

You can request that:

- your details not be used for marketing purposes;
- we provide you with a copy of the information we hold about you (we may charge you a small fee);
- we correct inaccuracies in your information.

You may also turn cookies off in your browser. However, if you do so, you may not be able to use certain features on the website.

## **The information we collect:**

When you work with us as a client or within a group setting, you (or the person registering for you) may tell us:

- your full name
- email address
- your date of birth (security question)
- in which region you are based
- where you heard about us.

Following registration via the Website, we, or our associates may request additional personal data from you in order to further support you. You do not have to provide this information, but if you do not, you may not get the most out of your time with us.

We may record calls to helplines for quality and training purposes only. We will store calls and emails and we will keep them confidential. In general, if you contact us, we may keep a record of your query or complaint for a reasonable time in case you contact us again.

## **How we use the information we collect**

We use your personal information:

- to answer your queries
- to deliver our online services, for example any Courses that you have access to
- to provide Course Materials;
- to carry out administration;
- to seek your opinion
- for general statistics and research;
- for obtaining any relevant professional advice;
- as may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings), or as may be necessary to establish, exercise or defend our legal rights.

**Paying for a Course online:**

When you pay for a Course online, you may be asked for:

- details of a credit or debit card;
- an e-mail address; and
- a telephone number.

The payment platform will collect credit or debit card details over a secure link. We do not collect them and they are not made available to us or our associates. We will use the personal information you provide to process your online payment and to refund any monies due to you if you cancel in line with the terms and conditions. When you make a payment online, we will use industry standard software, which encrypts your information.

**Third parties and sponsors:**

To achieve the purposes set out in this privacy statement we may need to give your information to our service providers or associates. Following registration and/or enrolment, we will have access to your name and contact details to help us deliver our services to you.

**Keeping your personal data:**

We keep personal data :

- for as long as is necessary to fulfil the purposes we collected it for;
- as required by law; or
- to enforce or defend legal claims.

Sometimes we will keep information that you have deleted, for example messages sent by you as a record of your experience. We will keep this information for a reasonable time.

**Cookies:**

We use cookies and other technologies to keep track of how you interact with our website and to target advertising. Please see the MNM Use of Cookies Statement for further information.

**Your rights:**

You have the right to:

- ask for a copy of all the information we hold about you (we will charge you a small fee for this) and to correct any inaccuracies. To obtain a copy of this information, please email [support@menopausalnotmad.co.uk](mailto:support@menopausalnotmad.co.uk)
- challenge the accuracy of data held about you. You can amend your details please email us to request a change
- take steps to prevent your personal data being processed if the processing is likely to cause you substantial damage or substantial distress which is unjustified. If you want to exercise this right you must put your objection in writing by emailing us, specifying why the processing has this effect and state what you require to do to avoid causing damage

**How to contact us:**

To obtain a copy of your personal data, to correct inaccuracies or if you have any queries or concerns about how we handle your personal data, please contact:

Menopausal Not Mad  
[support@menopausalnotmad.co.uk](mailto:support@menopausalnotmad.co.uk)

This policy has been approved & authorised by:

**Name: Jane Pangbourne**

**Position: Founder and Owner**

**Date: December 2023**

**Review of Policy: December 2024**