

# Inner Essence Holistic Therapies & Inner Essence Therapies Privacy Policy

## Privacy Notice

This is the privacy notice of Inner Essence Holistic Therapies. In this document, "we", "our", or "us" refer to Inner Essence Holistic Therapies.

## Introduction

This privacy policy aims to inform you about how we collect and process any information that we 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. It tells you about your privacy rights and how the law protects you.

Inner Essence Holistic Therapies and Inner Essence Therapies are committed to protecting your privacy and the confidentiality of your personal information. Our policy is not just an exercise in complying with the law, but a continuation of our respect for you and your personal information.

Inner Essence Holistic Therapies and Inner Essence Therapies undertake to preserve the confidentiality of all information you provide to us and hope that you reciprocate.

Our policy complies with the Protection of Personal Information Act 2013.

The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal information.

Except as set out below, we do not share, sell, or disclose to a third party, any information collected through our website.

### 1. Information Officer

We have appointed an Information Officer who is responsible for ensuring that our policy is followed.

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact our Information Officer, Ingrid Pollak: [Ingrid@inneressence.co.za](mailto:Ingrid@inneressence.co.za)

### 2. Information we process

Inner Essence Holistic Therapies and Inner Essence Therapies may collect, use, store and transfer different kinds of personal information about you. We have collated these into groups as follows:

Your identity includes information such as first name, last name, title, date of birth, and other identifiable information that you may have provided at some time.

Your contact information includes information such as billing address, , email address, telephone numbers and any other information you have given to us for the purpose of communication or meeting.

Your financial information includes information such as your bank account and payment card details.

Transaction information includes details about payments or communications to and from you and information about the products and services you have purchased from us.

Technical information includes your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

Marketing information includes your preferences in receiving marketing from us; communication preferences; responses, and actions in relation to your use of our services.

Inner Essence Holistic Therapies and Inner Essence Therapies may aggregate anonymous information such as statistical or demographic data for any purpose. Anonymous information is information that does not identify you as an individual. Aggregated information may be derived from your personal information but is not considered personal information in law because it does not reveal your identity.

If Inner Essence Holistic Therapies and Inner Essence Therapies combine or connect aggregated data with your personal information so that it can identify you in any way, we treat the combined data as personal information, and it will be used in accordance with this privacy notice.

### **3. Special personal information**

At this time Inner Essence Holistic Therapies and Inner Essence Therapies do not collect any special personal information - data about your race or ethnicity, religious or philosophical beliefs, sex life, political opinions, trade union membership, information about your health and biometric data.

Inner Essence Holistic Therapies and Inner Essence Therapies will only collect special personal information about you if there is a lawful demand on us to do so.

### **4. If you do not provide personal information we need**

Where we need to collect personal information by law, or under the terms of a contract, we have with you, and you fail to provide that information when requested, we may not be able to perform that contract. In that case, we may have to stop providing a service to you. If so, we will notify you of this at the time.

### **The bases on which Inner Essence Holistic Therapies and Inner Essence Therapies process your information**

#### **5. Information we process because we have a contractual obligation with you**

When you request a quote, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract, we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- verify your identity for security purposes
- sell products to you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from the products and services we offer, including using the SignForce website

Inner Essence Holistic Therapies and Inner Essence Therapies process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Inner Essence Holistic Therapies and Inner Essence Therapies shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

## **6. Information we process with your consent**

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including job opportunities and our products and services, you provide your tacit consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

Only in the event that you have given us explicit permission to do so, may we from time to time, pass your name and contact information to selected associates whom we agree together may provide services or products you would find useful.

continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at [UNSUBSCRIBE@INNERESSENCEHOLISTIC THERAPIES.CO.ZA](mailto:UNSUBSCRIBE@INNERESSENCEHOLISTIC THERAPIES.CO.ZA). Please note doing so, will may exclude you from using our website or our services going forward.

## **7. Information we process for the purposes of legitimate interests**

We may process the information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your information, and whether you would, in the round, consider it reasonable to do so

For example, we may process your information on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business.
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where we believe we have a duty to do so.

## **8. Information we process because we have a legal obligation**

Sometimes, Inner Essence Holistic Therapies and Inner Essence Therapies must process your information in order to comply with a statutory obligation, such as Inner Essence Holistic Therapies and Inner Essence Therapies may be required to give information to legal authorities if they so request or if they have the proper authorization such as a search warrant or court order.

This may include your personal information.

### **Specific uses of information you provide to us**

#### **9. Information provided on the understanding that it will be shared with a third party**

Our website allows you to post information with a view to that information being read, copied, downloaded, or used by other people.

Examples include:

- posting a message on our forum
- tagging an image
- clicking on an icon next to another visitor's message to convey your agreement, disagreement or thanks

In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it. On this note please note ALL Inner Essence Holistic Therapies and Inner Essence Therapies social media accounts are PUBLIC.

Inner Essence Holistic Therapies and Inner Essence Therapies do and will not specifically use this information except to allow it to be displayed or shared.

Inner Essence Holistic Therapies and Inner Essence Therapies will however store such information, and we reserve a right to use it in the future in any legal way we decide.

Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion, we may agree to your written request to delete personal information that you have posted in the public domain. You can make a request by contacting us at [Ingrid@inneressence.co.za](mailto:Ingrid@inneressence.co.za)

#### **10. Complaints regarding content on our website**

We attempt to moderate user generated content, but we are not always able to do so as soon as that content is published.

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

Free speech is a fundamental right, so we have to make a judgment as to whose right will be obstructed: yours, or that of the person who posted the content that offends you.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

#### **11. Information relating to your method of payment**

Payment information taken by Inner Essence Holistic Therapies and Inner Essence Therapies will never be shared! Inner Essence Holistic Therapies and Inner Essence Therapies will only use received payment

information for the purpose the information was received.

## **12. Job application and employment**

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for seven years before destroying or deleting it.

## **13. Communicating with us**

When you contact Inner Essence Holistic Therapies and Inner Essence Therapies, whether by telephone, through our website or by e-mail, we collect the information you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We keep personally identifiable information associated with your messages, such as your name and email address so as to be able to track our communications with you to provide a high-quality service.

## **14. Complaining**

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may choose to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, and generally only when legally required to, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

## **Use of information we collect through automated systems when you visit our website**

### **15. Cookies**

Cookies are small text 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 for use on another, allowing a website to provide you with a personalized experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period, 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 services we use.

When you first visit our website, we may ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

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

We use cookies in the following ways:

- to track how you use our website
- to record whether you have seen specific messages we display on our website
- to keep you signed in to our website
- to record your answers to surveys and questionnaires on our website while you complete them
- to record the conversation thread during a live chat with our support team

## **16. Personal identifiable information from your browsing activity**

Requests by your web browser to our servers for web pages and other content on our website are recorded.

Inner Essence Holistic Therapies and Inner Essence Therapies service providers record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the information possibly could be used to identify you personally, even if you are not signed in to our website.

## **17. Our use of re-marketing**

Re-marketing involves placing a cookie on your computer when you browse our website in order to be able to serve you an advert for our products or services when you visit some other website.

We may use a third party to provide us with re-marketing services from time to time. If so, then if you have consented to our use of cookies, you may see advertisements for our products and services on other websites.

## **Disclosure and sharing of your information**

### **18. Information we obtain from third parties**

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive information that is indirectly made up from your personal information from third parties whose services we use.

No such information is personally identifiable to you.

## **19. Third-party advertising on our website**

Third parties may advertise on our website. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects information about you when their advertisement is displayed on our website.

They may also use other technology to personalize the content of, and to measure the performance of their adverts.

We do not have control over these technologies or the information that these parties obtain. Accordingly, this privacy notice does not cover the information practices of these third parties.

## **20. Information may be processed outside South Africa**

While our website is hosted in South Africa, from time to time we also use outsourced services in countries outside South Africa in other aspects of our business.

Accordingly, information obtained within South Africa or any other country could be processed outside South Africa.

### **Control over your own information**

## **21. Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

## **22. Access to your personal information**

To obtain a copy of any information that we hold about you that is not provided on our website you should contact us to make that request.

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.

## **23. Removal of your information**

If you wish us to remove personally identifiable information from our website, you should contact us to make your request.

This may limit the service we can provide to you.

## **24. 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.

### **Other matters**

## **25. Use of website by children**

We do not sell products or provide services for purchase by children, nor do we market to children.

If you are under 18, you may use our website only with consent from a parent or guardian

We collect information about all users of and visitors to these areas regardless of age, and we anticipate that some of those users and visitors will be children.

Such child users and visitors will inevitably visit other parts of the website and will be subject to whatever on-site marketing they find, wherever they visit.

## **26. Encryption of data sent between us**

Inner Essence Holistic Therapies and Inner Essence Therapies do not use security certificates to verify our identity to your browser. We only encrypt stored data.

## **27. How you can complain**

If you are not happy with our privacy policy or if you have any complaint then you should tell us by emailing [Ingrid@inneressence.co.za](mailto:Ingrid@inneressence.co.za)

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 the process of mediation or arbitration.

## **28. Retention period for personal data**

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by our tax authorities;
- to support a claim or defense in court.

## **29. Compliance with the law**

Our privacy policy has been compiled so as to comply with the law of South Africa or any legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

## **30. Review of this privacy 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.

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