

Storied Selves Privacy Policy effective as of 1st February 2021

To be read in conjunction with the Privacy Policy

- **This Privacy Policy encompasses the terms and conditions for individuals booking workshops only.** (Separate terms and conditions will be mutually agreed with commissioning organisations ,at the time of commissioning.)
- **Please read the full Terms and Conditions in conjunction with this Privacy Policy**, available on the *Storied Selves* website, before booking and paying for workshops to avoid inconvenience to yourself.
- Please also read the third party booking site details on *Eventbrite*, which are **independent** of those of *Storied Selves*.
- Anyone booking workshops will be assumed to have read and accepted the terms and conditions AND Privacy Policy of *Storied Selves*.
- ***Storied Selves* operates as a sole trader for UK HMRC business purposes, and is run by myself, Dr Roshni Beeharry, London, UK.**
- ***Storied Selves* website was designed and functions using wix.com** which has its own policies which affect the use of this website; I have attempted to incorporated these as far as possible into this document, and into the **Terms and Conditions**.
- As with all website builders, wix.com links the website to Google and other search engines, so please note this will affect certain aspects of your privacy, as with all other website searches and use. Please see the **Cookies Policy** below also.
- **Please note that *Storied Selves* may alter this Privacy Policy from time to time, by updating this page. You should check this page from time to time to ensure that you are happy with any changes.**

Terminology for the purpose of this Policy

- *Writing for Wellbeing for the Community* **W4WCom**
- *Writing for Wellbeing for those in Healthcare-related fields* **W4WHC**
- *Block or blocks of workshops* refer to the group of 4 themed workshops either in the W4WCom block or W4WHC block
- **Calendar day** includes Saturday and Sunday (as opposed to working days which are conventionally Monday-Friday)
- **Calendar month** denotes the first day to the last day of that particular month
- **Evaluation form** refers to the customer feedback form which I will issue after the workshops you attend

I, as the proprietor of *Storied Selves*, am committed to ensuring that your privacy is protected and ensuring that your information is secure. In order to prevent unauthorised access or disclosure, I have put in place suitable physical, electronic and managerial procedures, to safeguard and secure the information I collect online, including booking information which will be provided to me by **Eventbrite** (www.eventbrite.co.uk), as the third party booking agent, and also provided to me by you as the customer, in email and any other form of communication you opt for, regarding workshop booking, running and evaluation.

I fully respect your privacy, and take my responsibility to all customers seriously. In keeping with **General Data Protection Regulation (GDPR) legislation** (<https://gdpr.eu/what-is-gdpr/>) that came into place in the UK, on 25th May 2018:

- I (*Dr Roshni Beeharry*) will securely and centrally hold all participant info including any anonymised customer feedback, in **password- protected, encrypted file** on a central computer which only I have access to.
- When you are requested to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement and GDPR, and for the business purpose of *Storied Selves* as an HMRC UK- registered business.
- Information that is utilised and retained is for *Storied Selves* **business purposes only**, on a needs basis e.g. communications, refund transactions, evaluation after the workshop you attends and, importantly, evidence of income for HMRC UK Tax purposes. I will retain this information until 1st May 2022 to encompass the UK financial year.
- Information will include only essential information, such as your name, email and phone number, for communication about workshops; these details will be provided by you by booking on the **Eventbrite** website as the third party tickets sales manager; the **Contact form** on the *Storied Selves* website will collect your name and email along with your query, so I will have secure access to that stored as aforementioned.
- **I do not request or collect any of your financial information through the *Storied Selves* website**, but may need to do so directly with you if a refund needs to be issued (please see below). This will be done in a mutually agreeable process, initially via initial email contact between myself and you as the customer via the **Contact Form** on the website, or the **‘Contact Organiser for refund details’ function on Eventbrite**.

•I will delete any financial information that you transfer to me in writing (by email usually) immediately after issuing a refund, and will email you as soon as that is done, in order to ensure your security and peace of mind. This does mean however, that for any reason, if the refund fails, you will contact me by email again and we will restart the communication process.

•**I do not personally pass on your personal information to any third parties, unless I am required by law to do so** (Please note: *Storied Selves* is based in, and operates from the UK as a sole trader).However, as with all websites, other websites from links that you may access via the *Storied Selves* website, may do so-please see '**Cookie Policy**' below.

•The Storied Selves website is built using [wix.com](https://www.wix.com) virtual website design and building platform.Please refer to www.wix.com for an overview of how websites created with them, operate.

A. Information that is utilised and retained by *Storied Selves* as a business

1.Booking information

This is provided by you to **Eventbrite** at the time of booking, and will be therefore passed to me securely through my organisational information which **Eventbrite** have to hold. This includes, your:

- Name
- Phone number
- Email
- **For W4WCom and WCWHC workshops booking**, I purposefully do not ask your personal employment status on the **Eventbrite** booking form, in order to respect your privacy; I therefore rely on you to select the correct pricing option depending on your personal employment status for the workshop.
- **For W4WHC**, I do not expressly ask you to declare your professional background(medic, nurse, therapist etc.) on the Eventbrite form, as I will rely on you to meet the healthcare professional/healthcare student criteria when you select and book the appropriate workshop at general admission or student/unwaged admission.If you have any doubt if you are eligible for this block according to your profession,

please do not hesitate to contact me via the **Contact Form** on the website with your professional status, and we can easily resolve this.

- The **Contact form** on the Storied Selves website will collect all booking customers names and email along with your query, so I will have secure access to those two aspects of information about you as a potential customer.
- **NO financial information used at booking workshops is held by Storied Selves website itself.** All transactions including refunds will be requested initially contact with me at Storied Selves website however, as the **Eventbrite booking site** will advise you to do so. The financial transaction of a refund, is carried out by me personally by bank transfer to original paying account/by cheque/paypal account as you wish, provided you provide me with the details for transfer in confidence at the time.

2.Evaluation forms after workshops for Customer feedback

After each workshop, I will send all participants an **evaluation form** in an anonymised format by Google Forms, so this will not be sent or returned to the website but to my email as per Google Forms process.

This is an integral part of my practice as a Workshop Facilitator , as all feedback from you as a workshop participant is immensely invaluable for me to improve my practice and ongoing services. You of course, under no obligation to complete this evaluation form when you receive it.

- Please note I may quote extracts of anonymous feedback from participants, under the **Testimonial sections** on the website, for **marketing purposes**. By completing the evaluation form you will be consenting to anonymous extracts of your evaluation being incorporated on the website.
- You can withdraw that consent by selecting the relevant option on the evaluation form, so that you can still give your valuable feedback but without it being used.
- Information from the evaluation form will be retained by me under password encrypted file in the central computer, for business evidence purposes, and will follow GDPR guidelines.

3.Information re.waiting list for workshops

This is collected by **Eventbrite**-please do consider the waiting list option when booking tickets if the workshop you wish to attend is sold out. Your name, email, and phone number if you provided it to Eventbrite, will be passed onto me. I will only contact you by email and there is a set 'time turn around' time for you to take up your place of one day within receiving that email notification .

B.Links to other websites on *Storied Selves* website Disclaimer

You will see that the *Storied Selves* website contains several links to other websites of interest, that I have carefully selected for your interest; these are on relevant pages and are also collated on the **Resources** page, for your ease of reference. **Please note that I have not read the complete content of those websites, and that I am not accountable or responsible for the content, quality, security or privacy** of any third party websites, so you should ensure you are happy to proceed with the links once you connect.

C. Cookies Policy

Cookies generally help to:

- Facilitate the smooth operation of this website
- Improve the speed/security of the site
- Continuously improve the website for you
- Make marketing more efficient (ultimately helping *Storied Selves* to offer the service at the price offered) By accessing and using this website, you are agreeing to the **Wix.com** Cookie Policy. Please read this policy on **www.wix.com** so that you are aware what is done with your information as a customer of a wix produced website such as *Storied Selves*.

This website uses cookies, as almost all websites do, to help provide you with the best experience. Cookies are small text files that are placed on your computer or mobile phone when you browse websites. For more information on the law regarding cookies, please see the Information Commissioner's Office **website: www.ico.gov.uk/cookies**

Granting permission to use cookies

If the settings on your software that you are using to view the *Storied Selves* website (your browser) ,are adjusted to accept cookies, then *Storied Selves* accept this, and your continued use of our website, to mean that you are agreeable to permission to use cookies.

Should you wish to remove or not use cookies from this site you can learn how to do this below; however doing so will likely mean that the website will not work as smoothly as intended.

- You can usually switch cookies off by adjusting your browser settings to stop it from accepting cookies; you can find out how at <http://www.aboutcookies.org/Default.aspx?page=1>).
- It may be that you concerns around cookies relates to 'spyware'. Rather than switching off cookies in your browser, you may wish to try activating your anti-spyware software, which can achieve the same objective, by virtually automatically deleting cookies that software deems to be invasive.

Third party functions via cookies:

Storied Selves, like most websites, includes functionality provided by third parties. Some third party cookies are set by services that appear on these pages. They are set by the operators of that service and are not in my control. Disabling these cookies will likely disrupt the functions offered by these third parties.

Anonymous Visitor Statistics Cookies

- **Wix.com**, the website builder used by *Storied Selves* :
 - Submits data to **Google** for indexing
 - Views and manages **Search Console data** for verified sites
 - Manages the list of sites and domains *Storied Selves* controls (in this case, only one domain and one website)
 - Carries out its own **Analytics**, which will use 'cookies' to :

- analyse how visitors use the site
- give an indication as to how many people have visited the website
- what type of technology the visitors to the site are using (for example Mac or Windows), which helps to identify when the site isn't functioning properly for particular technologies
- how visitors identified the site
- The average number of pages a visitor views, and other related information

As you may appreciate, this is all useful and vital information for any online business.

Thank you very much for taking the time to read this policy, the associated **Terms and Conditions** document, and for your interest in *Storied Selves*.

I am very much looking forward to meeting you at a workshop!