

Privacy Policy

Stress Management Plus is committed to respecting your privacy and protecting your data.

Who are we?

Stress Management Plus is a training and coaching organisation. Our contact details are:

Stress Management Plus
40, Caversham Road
Reading
RG1 7EB
0118 3283246
info@stressmanagementplus.com

What personal information do we collect?

Stress Management Plus collect data to enable us to operate effectively and provide you with the information you need to choose, book, attend and provide feedback on our courses. You provide some of this data directly, for example when you book a course or request a reminder for a course. We get some of it from third parties who supply us with mailing lists for marketing purposes.

How do we use your personal information?

We use your personal information to process orders, to send information about our events, and to inform our trainers and venues of the people attending our courses. We may also use personal information in order to process payments and refunds.

We also use your personal information to send you messages about our courses and other services that we think you may be interested in.

Why do we process your personal information?

We process your personal information in order to respond to requests for information about our services, to deliver the courses that you have booked, to process payments, to inform venues and trainers of your attendance, to keep a record of your attendance and to collect feedback on our courses.

We also hold and process certain data such as names, work email and work postal addresses for marketing purposes.

Our legal basis for processing data will be one of the following, consent, legitimate interest, contract or legal requirements.

Who do we share your personal information with?

We share your personal data with your consent or as necessary to complete any transaction or provide any product or service you have requested or authorised. For example, in order to deliver our courses, process payments and collect feedback, it is necessary for us to share data with certain third parties. These include our credit card processing platform, accounting software, our venues and trainers.

How long will we keep your data for?

We will retain your data for as long as is necessary to process your bookings or enquiries; or for as long as you continue to give consent for us to hold your data; or for as long as we consider our legitimate interests to persist; or for as long as is legally required, for example because your data is part of a financial record we are required to retain, such as an invoice.

Your personal data rights and how to contact us

Your data belongs to you, and you have the right to access the data we hold, to request a correction to your data and to restrict our processing or retention of your data. Please contact us using the details above.