

Generated privacy notice - professional services

You can download a Word or ODT version of this generated privacy notice by clicking "Download options" at the top of the page. Alternatively, you can copy and paste it. Both options will allow you to add your own branding or extra text to your new privacy notice, or personalise it by adding your own branding or logo. Remember - you **must** make sure the content is accurate and complete.

Please make sure you delete the green, orange and red instruction boxes before you publish your privacy notice.

You said you collect or use personal information about children, or you weren't sure. If your products or services are likely to be accessed by people under the age of 18 you **must** make sure the way you present it is suitable for those children and can be understood by them. This could include using bite-sized information, diagrams, logos, videos or interactive content that will attract and interest children. For more information, see our guidance on designing [data transparency for children](#). Please note, if you're providing any online services, you must also consider the [ICO Children's Code](#).

Luminess customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
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- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
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- [How to complain](#)

Contact details

Telephone

07707683968

Email

Karina@luminess.co.uk

What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients**:

- Names and contact details
- Gender
- Occupation
- Date of birth
- Third party information (such as family members or other relevant parties)
- Health information (such as medical records or health conditions)
- Photos

We also collect or use the following information to **provide and improve products and services for clients**:

- Health information

We collect or use the following personal information for the **operation of client or customer accounts**:

- Names and contact details
- Addresses

We also collect or use the following information for the **operation of client or customer accounts**:

- Health information

We collect or use the following personal information for **information updates or marketing purposes**:

- Names and contact details
- Marketing preferences

We collect or use the following personal information for **research or archiving purposes**:

- Names and contact details

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Any other personal information required to comply with legal obligations

We also collect or use the following information to **comply with legal requirements**:

- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Photographs
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Location data

We also collect or use the following information for **dealing with queries, complaints or claims**:

- Health information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful

bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **research or archiving purposes**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where we get personal information from

- Directly from you

How long we keep information

[Insert information about how long you store personal information here.]

[You said you didn't have a retention schedule, or you weren't sure. Once you've downloaded or copy and pasted this privacy notice, you can fill the information in above. You must not publish the privacy notice without it.]

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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