

Kay Cook, accessible at <http://kaycookspiritwings.com> takes the privacy of her customers and visitors to her website very seriously. This Privacy Policy refers to the types of information that are collected and recorded and how this is used. If you have additional questions or require more information, please contact me at [kt.cook@btinternet.com](mailto:kt.cook@btinternet.com).

### **General Data Protection Regulation (GDPR)**

I am a Data Controller of your information. My legal basis for collecting and using the personal information described in this Privacy Policy depends on the information collected and the context in which it is collected:

- Our mutual needs to establish and agree working arrangements with you concerning the provision of the services offered on this website.
- In contacting me / pursuing an advertised service you have given me permission to hold the personal information which is legitimately required.
- In compliance with the law I only hold information which I need to hold and for no longer than necessary.

Examples include but are not limited to the following:

- Your first name when I make an appointment for you at Gjafir Jarðar.
- Details required to process my accounts.
- When you contact me by email I have your email address.
- the details required for Paypal Payments or bank transfers.
- Your Skype address if I work with you via skype.

I delete your emails, and your email address from my list of contacts and all of the details which I can delete from Paypal, Skype or any other online service after your appointment or other service. You are very welcome to contact me in the future and you **can**, if you wish, give me written permission by email to hold these details for future use.

- It is **your** responsibility to check that the Privacy Policy of Paypal, Skype, the banking system or any other agency or company you use in conjunction with my services meets with your approval.
- I **do not** contact former clients for marketing purposes such as newsletters.
- If you choose to contact me via Facebook Private Message, Messenger or another 'contact system' I will reply. However, it is **your** responsibility to ensure that the Privacy Policy of your chosen service provider meets with your approval.
- I **do not** instigate Facebook or other social media contact. If you choose to establish and remain in contact with me via social media I am happy to do so. It is **your** responsibility to ensure the Privacy Policy of your chosen social media platform is acceptable to you.
- You are responsible for recording the session on your own device, or taking your own notes when you have an appointment at Gjafir Jarðar or in your own home. When I work with some organisations, such as Sálarrannsóknar Íslands or a Spiritualist Church it is **your** responsibility to check their Privacy Policy and confidentiality arrangements are acceptable to you.

### **The Way I Use Your Information**

**I treat your information as strictly confidential. I would only share your contact details, or any personal information in the following circumstances:**

- If I am ordered to do so by a Court.

- If I am required to do so by a Police investigation.

If you are a resident within the European Economic Area (EEA), you have certain data protection rights which are detailed below. If you wish to be removed from the system at any time, or informed what personal information I hold about you please contact me at [kt.cook@btinternet.com](mailto:kt.cook@btinternet.com).

### **Your Rights**

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information I hold.
- The right of rectification.
- The right to object.
- The right of restriction.
- The right to data portability.
- The right to withdraw consent.

### **Testimonials**

I only use customer testimonials with the provider's written permission. If you wish to withdraw permission at any time send me an email requesting this and I will remove your testimonial.

### **Cookies**

Like any other website, my website uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that each visitor accessed or visited. The information is used to optimize the users' experience by customizing web page content based on visitors' browser type and/or other information.

You can choose to disable cookies through your individual browser options. More information on how to do this can be found by visiting the following links:

- <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
- <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
- <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- <https://support.apple.com/kb/PH21411> (Safari); and
- <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

If you block cookies, some features of my website may not be available.

### **Links to other sites**

This website may contain links to other sites. My Privacy Policy does not apply to other sites. Thus, I am advising you to consult the respective Privacy Policies of any websites which may link to this one, or any online service you use in conjunction with my services. This may include their practices and instructions about how to opt-out of certain options.

### **Children's Information**

The services I offered on this website are not offered to people under 18. If you think that your child has emailed me, or contacted me online in any other way I strongly advise you to contact me immediately so that I can promptly remove any information.

**Online Privacy Policy**

This privacy policy applies to online activities with the exception of the other circumstances expressly stated in this Privacy Policy only, it is only valid for visitors to this website with regards to the information shared and/or collected online and is not applicable to any other website or online channel.

**Consent**

By continuing to use this website and / or the services referred to therein, you hereby consent to this Privacy Policy. This Privacy Policy may be updated from time to time. You are invited to check this page periodically to ensure you are happy with any changes.

**Log Files**

This website follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this as a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. This information is used to analyse trends, administer the site, track users' movement on the website, and gathering demographic information.