



The Tuning Room, Ice Arena Wales,
Olympian Drive, Cardiff CF11 0JS

TUNING ROOM PRIVACY POLICY 22/5/18

Who we are

"At The Tuning Room, we are committed to maintaining the trust and confidence of our visitors to our web site. In particular, we want you to know that The Tuning Room is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. We just don't do that sort of thing. But just in case you don't believe us, in this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

We Store your data on a secure software server for chiropractic. You can view their privacy policy [here](#). This allows us to send you email reminders and keep track of payments. Your paper note files are kept in locked filing cabinets at our office location."

Types of data we collect

Website Cookies

Cookies Policy

What are cookies?

Like most websites, the-tuning-room.co.uk use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our websites. Cookies are essential for the effective operation of our websites and to help you shop with us online. They are also used to tailor the products and services offered and advertised to you, both on our websites and elsewhere.

Information collected

Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes



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information about pages viewed, products purchased and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details. the-tuning-room.co.uk can use cookies to monitor your browsing and purchasing behaviour.

How are cookies managed?

The cookies stored on your computer or other device when you access our websites are designed by:

- third parties who participate with us in marketing programmes; and
- third parties who broadcast web banner advertisements on behalf of The Tuning Room

What are cookies used for?

The main purposes for which cookies are used are: -

1. For technical purposes essential to effective operation of our websites, particularly in relation to on-line transactions and site navigation.
2. For The Tuning Room to market to you, particularly web banner advertisements and targeted updates.
3. To enable The Tuning Room to collect information about your browsing and shopping patterns, including to monitor the success of campaigns, competitions etc.

What happens if I disable cookies?

This depends on which cookies you disable, but in general the website may not operate properly if cookies are switched off. If you only disable third party cookies, you will not be prevented from making purchases on our sites. If you disable all cookies, you will be unable to complete a purchase on our sites.

Google Analytics

When someone visits the-tuning-room.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of



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visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Wifi

When you use The Tuning Room Wi-Fi we will not collect data about:

- a) your device;
- b) the volume of data which you use;
- c) the websites and applications which you access; and
- d) your usage by access time, frequency and location.

Mailing Lists

As part of the registration process for sending relevant chiropractic education we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails.

Third Parties

"We may share anonymised personal information with other organisations, particularly to:

- insurance companies (for submission of claims)
- To another health-care provider, hospital or facility if they request it in order to assist them in caring for you.
- To an insurance carrier or employer if they are possibly responsible for payment or reimbursement of services.
- If you are not available to receive an appointment reminder, a message may be left on your answering machine or with a person in your household or at work. We may also send you correspondence by email.
- Institutions that we refer you for X-rays or MRI scans
- Other relevant healthcare professionals such as your GP.

The sharing and sending of this data is purely for medical reasons only and will be in the best interest of your health and wellbeing. In the event of a potential life threatening situation we have the right to inform the relevant healthcare professionals without your consent.

We will share the relevant information via email or post, depending on the time constraints. We will not share sensitive information or your payment details."

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. You are allowed to view, but not permitted to alter, amend or delete any medical records that we hold. This is to ensure safe practise and accurate record keeping of treatments given.



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Changes to this Privacy Notice

This policy will be reviewed every 12 months, or in accordance with changes in the Law.