

[www.menopauseselfcare.org.uk](http://www.menopauseselfcare.org.uk)  
**PRIVACY POLICY**

**Menopause Self Care (MSC) CIC**, a community interest company registered in England and Wales under number 07243099, whose registered office is at Lower Ground Floor, 6 Clinton Road, Redruth, Cornwall, TR15 2QE, herein referred to as '**MSC**' or '**We**' have created this privacy statement ('**Statement**') in order to demonstrate our firm commitment to the privacy of the details that You provide to us when using this Site. *Unless otherwise indicated, all definitions used in the Website Terms of Use shall apply to this Statement.* In this Statement, references to '**You**' and '**Your**' are references to the '**User**' (either a visitor to the Site or a registered MSC Tutor as the context renders applicable) on [www.menopauseselfcare.org.uk](http://www.menopauseselfcare.org.uk) (the '**Site**'). When You use the Site, You are consenting to the practices set forth in this Statement. It applies to information We collect about Users of our Site and amongst other things, this Statement describes what personally identifiable information "**Personal Information**" We collect from You, how and when it is used, how We protect it and who has access to it. This Statement incorporates our [Cookie Policy](#) and [Website Terms of Use](#) by this reference.

## **1. YOUR ACCEPTANCE OF THE STATEMENT**

**This Statement governs Your use of the Site and the MSC Services including any dispute concerning privacy. By using the Site and/ or the MSC Services, You accept this Statement in full. You should read the Statement carefully and ensure that You understand its effect before proceeding to use the Site. We reserve the right to modify this Statement at any time without notice by posting the changes on this page. Your continued use of any portion of the Site following the posting of the updated Statement will constitute Your acceptance of the changes.**

## **2. WHAT INFORMATION IS COLLECTED AND HOW IS THE INFORMATION USED?**

### **(a) Personal Information**

The Site asks You to provide various types of Personal Information to enhance the quality of the Services We can provide to You and the more accurate the information You provide, the better We are able to respond to Your requirements!

As part of the process of registering to access and use the Site and the MSC Services, We require You to give us Personal Information, for example, when registering as an Accredited MSC Tutor on the Site via the online Registration Form in order to create Your MSC Tutor Profile, MSC needs to collect details such as Your name and/ or Your contact number and/ or Your email address. This Personal Information may need to be passed on to third party companies or service providers for the sole purpose of fulfilling the MSC Services only and not for the purposes of making marketing communications.

As a result of Your request for the MSC Services, a visitor to the Site can see an MSC Tutor Profile via the MSC Tutor Directory of Accredited MSC Tutors by performing a search. As a registered MSC Tutor on the Site, You hereby agree that by releasing any Personal Information and submitting it to the Site, You acknowledge that You are wilfully providing Your Personal Information to make use of the Site and the MSC Services and it is understood that You hereby forfeit Your privacy and anonymity to the extent necessary to utilise the MSC Services.

MSC is the Data Controller in respect of all of the Personal Information which MSC collects and receives about You when You use the MSC Services. Your Personal Information is used by MSC for the sole purposes of enabling MSC to carry out the MSC Services and to provide You with information about the MSC Services and is not shared with any other person or company without Your express consent. This includes services pertaining to providing this Site, website administration and security. Any Personal Information that is held with MSC shall be retained in accordance with the Data Protection Act 1998 and related legislation and/ or our retention schedule culminating in its permanent deletion.

**Direct Marketing:** When You register on the Site, You can decide whether Your contact information may be used by MSC. Depending on Your decision not to opt-out of receiving marketing communications from MSC, MSC may contact You by post or electronic mail with information or offers regarding products (and MSC Services) such as discounts, exclusive offers or information. Upon registration, You will immediately receive a welcome email which You cannot opt out of receiving, however, once this initial email has been received, You will be given an opportunity to unsubscribe i.e. opt-out, in every marketing e-mail that We send You thereafter.

**OPTING OUT:** If You do not wish to be contacted by MSC in respect of future marketing communications, please contact MSC by clicking on this unsubscribe link which can also be found on the bottom of each communication.

Please note that our systems may take a little time to fully register Your opt-out, so if You continue to receive emails in the seventy-two (72) hours after making changes, please accept our apologies and ignore them.

Other *de-personalised* information which does not record Personal Information as such, rather information such as the date of the visit to the Site, the path taken, the browser used, the IP address etc is used primarily to aid the technical administration of the Site, to better understand how the Site is functioning for Users and to draw conclusions upon demographic information. .

### **3. WHO ELSE HAS ACCESS TO THE INFORMATION?**

#### **Disclosure of Your Personal Information in Compliance with Laws**

You should be aware that We may release Your Personal Information when We believe it is necessary to comply with laws or regulations, to assist law enforcement, to enforce the terms under which You transacted with MSC, or to protect the rights, property or safety of MSC or Users.

#### **Transfer of Your Personal Information Outside Of the EEA**

From time to time, We may transfer Your Personal Information to a related company, agent or contractor in order to improve our MSC Services or to assist our security or fraud protection activities. Such companies may be located outside of the EEA and You consent to the transfer of Your Personal Information to such companies for the purposes set out in this paragraph, in accordance with this Statement and as permitted by the Data Protection Act 1998 and related legislation from time to time.

#### **Transfer of Personal Information in Event of Sale of MSC or its Assets**

In the event that MSC is sold, or transfers some of its assets to another party, Your Personal Information could be one of the transferred assets. If Your Personal Information is transferred, its' use will remain subject to this Statement. Your Personal Information will be passed on to a successor in interest in the event of a liquidation or administration of MSC.

#### **Other Sites/Third Party Vendors and their Privacy Policies and Cookie Policies**

This Site may contain links to other websites. MSC is not responsible for the privacy practices or the content of such websites or for the privacy policies and cookie policies and practices of other third parties, so You should be careful to read and understand those websites' policies independently.

### **4. HOW DO WE PROTECT YOUR INFORMATION?**

The privacy and protection of Your Personal Information is important to us. In addition, any User statistics that We may provide to prospective partners regarding Your usage are provided in the aggregate only and do not include any individually identifiable information. You acknowledge that email messages sent over the internet are not encrypted and are not secure. Despite efforts to protect Your Personal Information, We cannot ensure or warrant the security of any information You transmit to us, or to or from our online MSC Services. You accept that MSC cannot be held liable for any breaches of confidentiality that may occur as a result of the use of email. If there is any sensitive or confidential information which You do not wish to communicate by email, please contact MSC by post to arrange an alternative method of communication. **You transmit all such information at Your own risk.** However, once We receive Your transmission, We use our best efforts to ensure its security on our systems.

## 5. COOKIES

For information about cookies and how they are used on this website, visit our [Cookie Policy](#).

## 6. COMPLAINTS OR QUERIES

MSC tries to meet the highest standards when collecting and using Personal Information. For this reason, We take any complaints We receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. This Statement does not provide exhaustive detail of all aspects of MSC's collection and use of Personal Information. However, We are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

## 7. ACCESS TO PERSONAL INFORMATION

MSC tries to be as open as it can be in terms of giving people access to their Personal Information. Individuals can find out if We hold any Personal Information by making a '*subject access request*' under the Data Protection Act 1998. If We do hold information about You We will let You have a copy of that information. To make a request to MSC for any Personal Information that We may hold, You need to put the request in writing addressing it to the address provided below.

## 8. HOW TO CONTACT US AND REQUEST INFORMATION

Requests for information about our Statement or a '*subject access request*' can be emailed to [enquiries@menopauseselfcare.org.uk](mailto:enquiries@menopauseselfcare.org.uk) or requested in writing to:

**Menopause Self Care (MSC) CIC** (Internal Compliance Department)  
Lower Ground Floor  
6 Clinton Road  
Redruth  
Cornwall  
TR15 2QE

We keep our Statement under regular review. This Statement was last updated on 02 April 2013.