

MAT365: Data Protection & Privacy Policy

Move-Aim-Thrive Ltd is strongly committed to the security and protection of clients' personal information and we do our utmost at all times to ensure privacy. We take the security and privacy of our customers very seriously. We strive to conform to the UK and European Data Protection laws. We do not share any information with unrelated third parties (unless required to by law), nor do we collect or retain any information other than that necessary for us to provide our services to you.

We will uphold the 6 principles for data processing: Lawfulness, fairness and transparency; Purpose limitation; Data minimisation; Storage limitation; Integrity & confidentiality (security), and Accountability. This policy aims to cover these principles.

There are two important roles regarding data use. These are:

Data Controllers– a person who (either alone, jointly or in common with other persons) determines the purposes for which, and the manner in which, any personal data is to be processed.

Data Processors– in relation to personal data, means any person (other than an employee of a data controller), who processes the data on behalf of the data controller. ("Processing", in relation to information/data, means obtaining, recording or holding the information/data or carrying out any operation or set of operations on it, including; organisation, adaptation or alteration of the information/data, retrieval, consultation or use of the information/data, disclosure of the information/data by transmission, dissemination or otherwise making available, or alignment, combination, blocking, erasure or destruction of the information/data.

Under these definitions, Move-Aim-Thrive Ltd is a data controller. At present, Move-Aim-Thrive Ltd only process personal data for core business purposes and so are exempt from registering with the Information Commissioner's Office (ICO) at this time. Should this change, this policy will be reviewed immediately.

We ensure we obtain GDPR DPAs (Data Protection Agreements) from any company we use to process personal data, such as payment processors.

What data do we collect?

If you email us or sign up for a service, or you contact us via our form, Move-Aim-Thrive Ltd may obtain the following information: Name, Email Address, Address, and Phone Number.

How do we obtain your data?

You directly supply Move-Aim-Thrive Ltd with any data we collect. This is collected and processed when you register online and place an order for any of our products and services, voluntarily complete a customer survey or provide feedback on any of our products/services, or use/view our website via your internet browser's cookies.

How do we use this data?

We use clients' personal information only as necessary for us to provide our services to you. We do not share any information with unrelated third parties (unless required by law) nor do we collect or retain any information other than is required for the provision of our products or services. Information collected during the online registration process is stored securely and will be securely destroyed if it is no longer required by Move-Aim-Thrive Ltd. Members may request details of personal information, which we hold under the Data Protection Act 1998 and General Data Protection Regulation 2016 (GDPR). A small fee may be payable but is not usually charged, unless the request is manifestly unfounded or excessive; or an individual requests further copies of their data following a request. In these cases, a reasonable fee for the administration costs of complying with the request will be payable. Copies of this information can be obtained by writing to us at info@mat365.co.uk. If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect. We request all members check their details for accuracy before submission and make any necessary changes.

How do we store your data?

Move-Aim-Thrive Ltd securely stores your data electronically.

Your data will be kept for a period of 1 year as standard. You may email us at any time at info@mat365.co.uk and ask us to delete your data.

Security of information

Personal information collected by Move-Aim-Thrive Ltd and our website www.mat365.co.uk is stored in secure operating environments that are not available to the public. Security measures include strong, multiple password protected systems and 2-step authentication processes.

We will protect your personal information no matter where we process or store your data.

What are your data protection rights?

Move-Aim-Thrive Ltd want to make sure you are fully aware of your data protection rights. As such, every user is entitled to the following:

The right to access – You have the right to request copies of your personal information from Move-Aim-Thrive Ltd. We may charge you a small fee for this service, as detailed above, but usually do not.

The right to rectification – You have the right to request correction of any information you believe to be inaccurate, and completion of any information you believe to be incomplete.

The right to be informed – we cover this by the information included in this policy.

The right to erasure – You have the right to request that we erase your personal information under certain conditions.



The right to restrict processing – You have the right to request the restriction of processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to the processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Move-Aim-Thrive Ltd transfers the data that we have collected to another organization, or directly to you, under certain conditions.

Rights relating to automated decision-making including profiling – You have the right to challenge and request a review of the processing provisions if you believe the rules are not being followed.

If you make a request, we have one month to respond. To exercise any of these rights please email us at info@mat365.co.uk. Any requests for personal information go straight to the Data Protection Officer for action.

Data Protection Officer for Move-Aim-Thrive Ltd:
Rachel Steadman
Email: info@mat365.co.uk

Privacy policies of other websites:

Please note that Move-Aim-Thrive Ltd does provide links to other sites via our website, blog, Facebook, Instagram and TikTok accounts. Once you have used these links to leave our site/accounts you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites, which are not governed by this statement. You should exercise caution and look at the privacy statement applicable to the website(s) in question. We also have no responsibility for the content of the linked website(s).

Third Parties

Where we engage third party contractors (e.g. subject matter experts) to perform services for us, those third-party contractors may be required to handle your personal information. Under these circumstances, those third-party contractors must safeguard this information and must only use it for the purposes for which it was supplied, although we are not responsible for ensuring this. Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

Communication

The Data Protection Officer has shared this policy with all staff members, so everyone is aware of our requirements under the Data Protection Act, General Data Protection Regulation, and other relevant legislation. All staff have been made aware how to handle personal data (in this case not to share with anyone at any time unless required to by Law), and that it is a criminal offence to do so.

Changes to our Policy: ¹ ² ³ _{SEP}

From time to time, it may be necessary for us to review and revise this Policy. We reserve the right to change our Policy at any time and should this occur, the amendment will be posted on our



website and will be effective immediately. This policy was last reviewed 31st July 2024.

Our business Terms and Conditions are also available on our website which outline how we use personal information. This is freely available information so anyone visiting our website can access it.

Contacting us

If you have any questions about our Data Protection & Privacy Policy, the data we hold on you, or you would like to exercise one or more of your data protection rights, please get in touch. You can email us at info@mat365.co.uk. Please also use this address if you require this document in large print.

Should you wish to report a complaint, or you feel that we have not addressed your concern in an appropriate manner, you may contact the Information Commissioner's Office.