

Privacy Statement & Terms and Conditions

Introduction

It is important that you read this Privacy Notice as it provides you information about the data we collect from you, what we do with your data and how we look after and store your data.

Balance is a company dedicated to providing a range of Mental Health training to the general public and to organisations.

Balance is the data controller and is responsible for any personal data collected used and stored.

Our policy is to collect only the minimum amount of personal data that is needed from our customers/prospective customers in order to provide our services or provide the information requested about our services.

We are committed to protecting the data we collect.

The services we provide are for adults only and we do not intend to collect any data from children.

What data we collect

The data we collect consists of some or all of the following; Names, Email addresses, Postal addresses, Phone numbers.

Prior to providing our services we will collect certain health/medical data to help ensure that our training can be carried out safely and in an inclusive environment.

We do not collect any personal financial information, e.g. bank account details.

We do not use Cookies.

We do not provide your data to any 3rd parties.

We do ensure your data is kept confidentially and securely.

Our Data Protection Officer (DPO)

Our DPO Is Peter Ackroyd

Please make contact with Peter Ackroyd if you have any concerns or questions about the data we hold about you.

If we are unable to resolve your concerns satisfactorily you can contact the Information Commissioner at ico.org.uk

How long do we keep your data?

We will keep your data no longer than is absolutely necessary to fulfil our services or deal with your enquiry.

We may need to keep some of your data for longer to satisfy certain legal and accounting requirements.

Collecting and keeping your data secure and confidential

We take our responsibilities seriously regarding the collecting of personal data and take reasonable steps to protect the data you provide.

We collect data from you either over the phone, via our website's booking/enquiry facilities or via a physical paper form prior to providing our services.

We are a small company and do not use computer servers or internal IT networks.

Data provided electronically or over the phone will be held on a laptop whilst in use and then subsequently the data will be stored on an external memory storage device, which is kept in a locked cabinet at our registered office.

Data provided in paper form will be placed in the same locked cabinet referred to above as quickly as is practical after it's use whilst preparing for and providing our services.

We cannot guarantee that data collected and/or transmitted via the Internet using our website, via email or over the phone is totally secure. Therefore the information you provide to us is done so at your own risk and we will not be liable for any losses or damages arising out of a breach of data security.

Your rights

You can opt out of receiving marketing information from us at anytime by contacting

You have numerous legal rights concerning the data we hold about you. For a full list of these rights please visit the Information Commissioners website at ico.org.uk

Please note we reserve the right to update/modify our Privacy Policies and Privacy Notice at anytime. The last update was 1st October 2019.

Terms and Conditions

Bookings, Payment & Cancellations

A non-returnable deposit of 50% of the full amount payable is to be made at the time of the booking any of our courses to reserve your place.

The balance of the payment is to be made no later than 14 days prior to the date of the of the course that has been booked.

A booking can be cancelled no later than 14 days in advance of a course in which case 50% of the full payment will be refunded.

Any cancellation less than 14 days in advance of a course will result in no refund being given.

No refund will be given for a 'no-show' or non-arrival on the day of a course.

A course booking is only transferable at the discretion of Balance and is not transferable within 72 hours of the commencement of the course.

Medical conditions

It is your responsibility to advise Balance, of any health condition that might affect you during a course delivery.

You must do so at the time of booking or well in advance of the course that you are attending.

Mobile Phones and other electronic devices

It is a condition of your booking that you agree to switch off your mobile phone or any other electronic device of which the sound or light could interrupt the proceedings of the course delivery.

General

Balance reserves the right to cancel or reschedule any course delivery.

If this were the case, Balance would offer a place on a subsequent course delivery or a full refund.

Balance will not be liable under any circumstances for any injury, losses or damage to a person(s) or their property attending a course delivery, unless it is due solely to the negligence of Balance PLC.