



Hearing Hearts - Privacy Policy

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Table of Contents

Table of Contents	1
Your Rights	1
Data We Collect	2
Analytical data	2
Contact Form	3
Data Collection Storage Time	3
Data Storage Location	3
Changes to This Privacy Policy	3
Our Use of Cookies	4
What is a cookie?	4
Our use for cookies:	4
Consent (default):	4
Our Analytics	4
Want to contact us?	4
Data Protection Supervisory Authority	5



Your Rights

We will collect and store the information that you provide us. You will be provided with opportunities to consent to this Privacy Policy and marketing when you provide your personal details to us.

You can change your mind, remove or amend your consent at any time. Please see your list of rights below:

- You have the **right of access** to your personal records or other information that we hold about you. There is no administrative charge for this service.
- You have the **right to rectify** any errors in the data we hold about you. If any data or information we hold about you is inaccurate, or out of date, please contact us and we will correct this immediately.
- You have the **right to have the data we hold about you erased**.
- If you wish us to continue to store your information but **wish us to keep your data separate** and not process it in any way, please let us know.
- You have the **right to object to us processing your personal data**, for direct marketing purposes for example. You may also specify that you object to direct marketing by particular channels such as by email or telephone. If this is the case, please specify the channels you are objecting to in your communications with us.
- You have the **right to data portability**. If you wish to obtain your data for your own purposes across different services, we will provide this information to you in a CSV file. There is no administrative charge for this service.
- You have the **right to object to any direct marketing**.



Data We Collect

The data collected on this website is used purely for internal purposes such as processing requests and better understanding user behaviour on our website. We never sell or release this information to any external party.

Analytical data

The analytical data we collect is used internally to help us understand our visitors, their behaviour while on our website, and our general demographic. We do not store:

- Personal data
- IP addresses
- Cookies

For a full description of everything we collect relating to analytics, please get in touch using the contact details at the bottom of this page. By using this website you are agreeing to the terms and conditions set out in this policy.

Contact Form

We process and store the information you provide to us via our contact form for as long as necessary. By using our contact form you are agreeing to the terms and conditions set out in this policy.

Data Collection Storage Time

We will store the data that you provide us for as long as necessary for the purpose of processing. The data may be deleted in the following circumstances:

- The original purpose for processing the data is no longer relevant or cannot be performed anymore.
- You have withdrawn your consent to data processing
- The data is no longer up to date or accurate



Data Storage Location

We store our data on a number of different platforms. We review all our technologies to ensure they comply with GDPR and SOC security standards. For a full list of our data storage providers, please get in touch using the details at the bottom of this page.

Changes to This Privacy Policy

We may change this Policy from time to time. You should check this policy frequently to ensure you are aware of the most recent version that will apply each time you use the Website. We provide a downloadable copy of each new version of our policies. This allows members to download and track our data-handling processes over time.

Our Use of Cookies

What is a cookie?

A cookie is a small text file which is placed on your mobile (or other electronic devices) when you access our Website.

The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies, we need your permission.

Our use for cookies:

We do not currently use any cookies, however, this may change in the future. Please consult the Changes to This Privacy Policy for our terms regarding policy changes.

Consent (default):

If you visit our website when your browser is set to accept cookies, we will interpret this as an indication that you consent to our use of cookies. If you change your mind in the future about letting us use cookies, you can modify the settings of your browser to reject cookies or disable cookies completely.



Our Analytics

We value your privacy and anonymity. For this reason, we have opted to use a traffic analytics platform called Cronitor. As of the date of this privacy policy, this platform does not collect any identifiable information on our visitors - this includes IP addresses, fingerprints or cookies.

Want to contact us?

We welcome your feedback and questions about our privacy policy and data handling procedures. If you wish to contact us regarding the website's security, data handling or privacy policy, please send us an email to our website provider - VISCREO - at compliance@viscreo.co.uk. Please see our contact page for general enquiries.

Data Protection Supervisory Authority

The Data Protection Supervisory Authority in the UK is the Information Commissioners' Office. Should you have any complaints about the way we handle your data, you may direct them to the ICO. More information on the ICO can be found on their [website here](#).