

# PRIVACY POLICY

**At Linden Tree Corporation, we're committed to protecting and respecting your privacy.**

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Our organisation abides by the General Data Protection Regulation (GDPR) superseding the Data Protection Act 1998.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy. Any questions regarding this Policy and our privacy practices should be sent by email to [julie@thelindencentre.org](mailto:julie@thelindencentre.org) or by writing to Julie Griffiths, The Linden Centre, Champion House, Green Street, Kidderminster, Worcestershire, UK, DY10 1JF.

Alternatively, you can telephone +0044 (0)1562 702720.

## **Who are we?**

We're Linden Tree Corporation Ltd - Company Reg: 08892418  
Reg Office: 1 Broad Lane, Bradmore, Wolverhampton, WV3 9BJ, UK. Incorporating: Linden Tree Education Limited, Linden Tree Learning Limited, (trading as Anxiety Recovery Retreat) and Charles Linden Media Limited.

We provide programmes of learning, primarily for the treatment of anxiety related conditions. These are provided in a variety of delivery formats as detailed below:

Charles Linden Media Ltd - Company Reg: 05673115

Reg office: 1 Broad Lane, Bradmore, Wolverhampton, WV3 9BJ, UK.

Sole Licencee authorised to sell the Home Learning programme to individuals or groups, providing the appropriate licence which gives the user online access to the Members Portal and support by telephone or email. Printed versions of the programme are optional.

WEBSITE: [www.thelindenmethod.direct](http://www.thelindenmethod.direct) or [www.panic-anxiety.com](http://www.panic-anxiety.com) (international)

Linden Tree Learning Ltd – Company Reg: 11106005 (t/a Anxiety Recovery Retreat)

Reg Office: 1 Broad Lane, Bradmore, Wolverhampton, WV3 9BJ, UK.

Offering Coaching Workshops and Four Day Residential Linden Method Anxiety Recovery Retreats.

WEBSITE: [www.anxietyrecoveryretreat.com](http://www.anxietyrecoveryretreat.com) or [www.anxietyrecoveryretreat.co.uk](http://www.anxietyrecoveryretreat.co.uk)

Linden Tree Education Ltd – Company Reg: 09364683

Reg office: 1 Broad Lane, Bradmore, Wolverhampton, WV3 9BJ, UK.

A learning centre offering a distance learning course in Linden Anxiety Recovery Coaching.

### **How do we collect information from you?**

We obtain information about you when you use our websites, for example, when you complete an online form to submit a question about any of our products or services, to join The Linden Method programme or if you have independently subscribed (with full consent) to one of Charles Linden’s newsletters.

We also may collect personal data from you via the following methods:

- If you have contacted us via email
- If you have telephoned one of our companies either to make an enquiry or place an order
- If you have sent correspondence via post
- If you have entered into an agreement with us: for example, a Linden Method membership or have enrolled to do the Coaching Accreditation course.
- If you have provided a testimonial via Social Media or by email or post (we will obtain your permission to use this before putting on any of our websites).

### **What type of information is collected from you?**

**Identity Data** includes information such as: first name, last name, title, date of birth, occupation, gender.

**Contact Data** includes information such as: email address, billing address, delivery address, location, country, telephone number, and social media id (if you log in by social media).

**Financial Data** includes information such as: payment card details and bank account.

**Transaction Data** includes information such as: details of your purchases and the fulfilment of your orders (such as order number, subtotal, title, currency, discounts, shipping, number of items, product number, single item price, category, etc.); payments to and from you and details of other products and services you have obtained from us, correspondence or communications with you in respect of your enquiries or orders placed with us.

**Technical Data** includes information such as: details of the device(s) you use to access our services, your internet protocol (IP) address, login data, your username and password, browser type and version, time

zone setting and location, browser plug-in types and versions, operating system and platform.

**Profile Data** includes information such as: purchases or orders made by you, product and interest in services we offer.

If you have paid for a course, for example a one day Workshop or four day Retreat, and you have provided your payment details over the telephone to our Data Processor, your payment will be processed and confirmed whilst you are on the telephone. Your card details will be entered directly into our online secure portal across Lloyds Cardnet. No written record of your card details are retained. Once the payment has been confirmed, you will receive a booking confirmation email. If a balance payment is to be taken, our Data Processor will contact you and require you to give your card details for the final payment. No card details are stored, at any time by us during the booking or payment process. If you are not available, you will be given a direct line number and name of person to contact in order to make your final payment. Clients who are attending a course will be required to complete a questionnaire prior to attendance. This may include medical information and emergency contact details. Where an attending client is under 18, parental consent will be required. If paying online for The Linden Method programme, your card information is not held by us, it is collected by our third party payment processors (STRIPE or SHOPIFY), who both specialise in the secure online capture and processing of credit/debit card transactions.

If you are engaging the services of an independent, accredited Linden Anxiety Recovery Coach, you may request their privacy policy from them directly. All accredited coaches can be found here:  
<https://www.larcoaching.org>

### **How is your information used?**

#### **We may use your information to:**

- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you;
- process a course or job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### **Who has access to your information?**

Only representatives under contract to Linden Tree Corporation or its subsidiary companies, will have access to your information. We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. We will only release information provided to us if required to do so by law, e.g. by a court order for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party:

- 1) as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation;
- 2) if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or;

3) if there is a breach of our terms of use or to protect the rights, property or safety of our organisation, supporters and customers.

However, we will always take steps with the aim of ensuring that your privacy rights continue to be protected.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you have voluntarily opted into receiving news, updates, or marketing information from us, you can opt out at any time by clicking the 'unsubscribe' link at the bottom of any of the emails received. This will remove you from the list and prevent any further emails being sent. We will not contact you for marketing purposes by email, phone or text message. We will not contact you for marketing purposes by post.

### **How you can access and update your information**

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [admin@thelindencentre.org](mailto:admin@thelindencentre.org) or write to us at: The Linden Centre, Campion House, Green Street, Kidderminster, Worcestershire, DY10 1JF, UK. Alternatively, you can telephone 01562 742004.

### **How you can access your personal information**

If you wish to make a request for information we hold about you, you can:

- email [julie@thelindencentre.org](mailto:julie@thelindencentre.org) requesting form SAR1 – Subject Access Request form, or
- put your request in a letter and send it to:  
The Linden Centre, Campion House, Green Street, Kidderminster, Worcestershire, DY10 1JF, UK

Please provide current address details and a copy of your records will be posted to you, marked "Private and Confidential" within 30 days of the request being made. This will be provided free of charge.

As the subject of personal data held about you, you have:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

### **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the appropriate software.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our

websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### **Use of 'cookies'**

Like many other websites, our websites, listed above, use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better, more personalised service.

### **Taking Control of your Cookies**

You have the ability to accept or decline cookies by modifying the settings in your browser, however you may not be able to use all the interactive features of our site if cookies are disabled. To find out more about cookies including how to see what cookies have been set and how to manage and delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org)

### **Links to other websites**

Our websites may rarely contain links to other websites run by other organisations. This Privacy Policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information. Parental consent will be required prior to the acceptance of any client wishing to attend an appointment or a course, who are under the age of 18.

### **Transferring your information outside of Europe**

As part of the services offered to you through our websites, listed above, the information which you provide to us may be transferred to countries outside the European Union ('EU'). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### **Review of this Policy**

We keep this Policy under regular review. From time to time and in accordance with GDPR, we may be required to update our Privacy Policy, so please check periodically to ensure that you are happy with any changes. By using our websites, you are agreeing to be bound by the Privacy Policy.

### **Complaints**

Any complaints about our Privacy Policy should be put in writing to Beth Linden  
– [beth@thelindencentre.org](mailto:beth@thelindencentre.org) If you are dissatisfied with the result of our investigation, you have the right to lodge a complaint with the ICO by visiting <https://ico.org.uk/concerns/> If you require any ICO registration numbers, please contact [admin@thelindencentre.org](mailto:admin@thelindencentre.org)