

PRIVACY POLICY

Parnall Group and its subsidiary companies respect your privacy and is committed to protecting your personal data. This Privacy Policy will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

Purpose of this Privacy Policy

This Privacy Policy aims to give you information on how TreLonk Limited collects and processes your personal data through your use of this website or any other means, including any data you may provide through this website when you sign up to our newsletter. As a controller we are responsible for ensuring that we process your personal information in compliance with UK law and EU Regulations and use it in accordance with our clients' instructions and our professional duty of confidentiality. This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this Privacy Policy together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This Privacy Policy supplements the other notices and is not intended to override them.

Controller

TreLonk Limited is the controller and responsible for your personal data (collectively referred to as "Parnall Group Limited", "we", "us" or "our" in this Privacy Policy). If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact us using the details set out below.

Contact details

Our full details are:

Full name of legal entity: TreLonk Ltd

Email address: care@treLonkwellbeing.com

Postal address: TreLonk Farm, Ruan High Lanes, Truro, Cornwall TR2 5PA

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Changes to the Privacy Policy and your duty to inform us of changes

We keep our Privacy Policy under review and the current version will be on our website.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.





MOLECULAR WELLBEING

Third-party links

The website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy notices. When you leave our website, we encourage you to read the privacy policy of every website you visit.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

The type of information we collect depends on our relationship with you and the means in which we have collected it. For example

- Identity Data includes first name, maiden name, last name, marital status, title, date of birth, gender, details and copies of your passport/driving licence/other ID documents.
- Contact Data includes billing address, email address and telephone numbers and information to enable us to check and verify your identity.
- Financial Data includes bank account details or source of funds.
- Transaction Data includes details about payments to and from you and other details of services we have provided you with.
- Technical Data includes internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Usage Data includes information about how you use our website and services.
- Marketing and Communications Data includes your preferences in receiving marketing and legal updates from us and our third parties and your communication preferences.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website page. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this Privacy Policy.

If you fail to provide personal data

Where we need to collect personal data by law, it may delay or prevent us from providing products or services to you. In this case, we may have to cease providing a service you have with us but we will notify you if this is the case at the time.





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How is your personal data collected?

We use different methods to collect data from and about you including through:

- Direct interactions. You may give us your Identity, Contact, Financial and Marketing and Communications Data when we meet with you in person or by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - request services from us;
 - request marketing to be sent to you; or
 - give us some feedback (for example in a survey or questionnaire).
- Third parties may provide us with information about you during the course of our providing you with products or services. It may be necessary for us to collect this data so that we can deal with you. These third party sources may include, but are not limited to, Land Registry, Companies House, financial institutions, your employer, client due diligence providers, our website or other technology platforms.

