

# WEBSITE PRIVACY POLICY

## Clinical Psychology & Employee Wellbeing Practice

### 1. Purpose

Origami Group (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal data. This privacy policy explains how we collect, use, and safeguard your information when you visit our website [origamigrp.com](https://origamigrp.com) and tells you about your rights under UK law.

### 2. Who We Are

We are Psychological Coaching Limited, trading as Origami Group and registered in England and Wales under company number 14159525. Our registered office is at: Origami Group, Unit 10, Tiger Court, Kings Business Park, Knowsley, Merseyside L34 1BH.

We are the “data controller” of your personal data.

### 3. What Information We Collect

We may collect and process the following types of information:

- **Identity Data:** name, title, date of birth
- **Contact Data:** email address, telephone number, billing/delivery address.
- **Technical Data:** IP address, browser type, device information, operating system, and browsing behaviour on our site.
- **Transaction Data:** payment details, purchase history.
- **Marketing and Communications Data:** preferences for receiving marketing from us.
- **Any other information:** provided voluntarily by you via forms, email, or phone.

### 4. How We Collect Your Data

We collect personal data through:

- Information you give us directly (e.g. filling in forms, making purchases, signing up for newsletters).
- Automated technologies (e.g. cookies, analytics tracking).
- Third-party sources (e.g. payment processors, advertising platforms).

### 5. How We Use Your Data

We use your data to:

- Provide products or services you request.
- Manage payments and deliveries.
- Communicate with you about orders, services, and updates.
- Improve our website, products, and services.
- Send you marketing communications (with your consent).
- Meet legal or regulatory obligations.

### 6. Our Legal Basis for Processing

Under UK GDPR, the lawful bases we rely on include:

- **Consent:** when you have given clear permission.
- **Contract:** to fulfil an agreement with you.
- **Legal obligation:** where we must comply with the law.

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- **Legitimate interests:** where our business needs do not override your rights.

### 7. How We Share Your Data

We may share your data with:

- Service providers (e.g. payment processors, IT support, delivery companies).
- Professional advisers (e.g. accountants, lawyers).
- Regulators or law enforcement (if required by law).

We never sell your personal data to third parties.

### 8. International Transfers

If we transfer your data outside the UK/EEA, we ensure it is protected by appropriate safeguards (e.g. UK adequacy regulations, standard contractual clauses).

### 9. Data Retention

We keep your personal data only for as long as necessary for the purposes described, or as required by law. When data is no longer needed, we securely delete or anonymise it.

### 10. Your Rights

You have the right to:

- Access a copy of your data.
- Request correction of inaccurate data.
- Request erasure of your data.
- Object to certain processing.
- Restrict processing in certain circumstances.
- Withdraw consent at any time.
- Request data portability.

You can exercise these rights by contacting us (see Section 12).

### 11. Cookies

Our website uses cookies to improve your experience. You can manage cookie settings in your browser. For more details, see our Cookie Policy.

### 12. Security

We use appropriate technical and organisational measures to protect your personal data from loss, misuse, or unauthorised access.

### 13. Contact Us

If you have questions or wish to exercise your rights, contact us via email: [hello@origamigrp.com](mailto:hello@origamigrp.com)

### 14. Complaints

If you are unhappy with how we handle your data, you can complain to the UK Information Commissioner's Office (ICO): <https://www.ico.org.uk> or call 0303 123 1113.

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### 15. Policy Review

This policy will be reviewed **annually** or following significant changes to legislation, clinical governance, or professional guidance.

**Policy Version:** 1.0

**Approved by:** Amy StoddardAjayi

**Role:** CEO and Founder

**Date of Approval:** 08/08/2025

**Next Review Due:** 08/08/2026