

Privacy Policy

We want everyone who contacts us or comes to us for support to feel comfortable with how any personal information shared with us will be looked after. This Privacy Policy sets out how we collect, use and store personal information (this means any information that identifies or could identify you) and how this complies with the requirements of GDPR, and all relevant data protection legislation. Any personally identifiable information will be used in accordance with our privacy policy.

How we collect information about you

We collect information in the following ways:

When you interact with us directly: This could be if you register with us to attend training or an event organised by The LUNA Project, if you write for our blog, or a campaign, or otherwise provide us with your personal information.

When you visit our website: We gather general information (not personally identifiable information) which might include which pages are visited most often and which services, events or information are of most interest to our web site visitors.

Information we collect and how we use it

Personal Information

The personal information the LUNA project collects may include details such as name, email address, and postal address. We use this information:

- To make sure that the services we provide are as effective as possible.
- To communicate with those involved with The LUNA Project.
- To distribute physical resources, such as books.

Sharing your Information

The personal information we hold about you will only be used by our staff involved with . This is done in order to best support you and the clinical management of your case.

Any information you provide to The LUNA Project will be treated in confidence and we do not pass any details to anyone else without express permission.

We will never sell or share your personal information with any third party organisations so that they can contact you for any marketing activities.

Keeping your information safe

We take our responsibility to look after your information seriously. We maintain physical, technical and organisational policies and procedures that protect all personal information we hold from improper access, use, alteration, destruction or loss. We only retain personal information for as long as is reasonable and necessary for the relevant activity.

Your rights

You have rights in respect of the personal information we hold about you:

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erase:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
- **Consent:** If you have given us your consent to use or share your personal information you have the right to withdraw this consent at any time.

If you have any queries about your case or would like further information about our privacy practices, please contact our Data Protection Officer by emailing thelunaproject@gmail.com

You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>

Google Analytics

We use Google Analytics, a web analytics service provided by Google Inc. Google collects data from every website visit / visitor but it does not store any personally identifiable information. Your IP address is used to determine your physical location but the IP address itself is not data that can be accessed through Google Analytics; all data is aggregated and anonymised.

For more information, see Google Privacy Policy

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By using the website, you are agreeing to the terms of our Privacy Policy. If you do not agree with this Privacy Policy, please do not use our website.