

Privacy Policy as from 25 05 2018

About us

Firstwayforward is a partnership. We, Lynda Hudson and John Hudson, the partners of Firstwayforward, are committed to safeguarding the privacy of all users of our website and are currently ensuring that all our systems are GDPR compliant.

You can contact us:

Firstwayforward.com

Directors Lynda and John Hudson

Our place of business: 13 River Grove Park, Beckenham, BR3 1HU, UK

- (a) by post, to the postal address given above
- (b) using our website contact form
- (c) by telephone, on +44 (0)20 8402 1928 during office hours of 0900 hrs – 1800 hrs UK time
- (d) by email on our contact us page

In the interests of openness and clarity we are listing our privacy policies below

Cookies used on our site

This site uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at [the About Cookies website](#) which offers guidance for all modern browsers

By using our website and ticking the 'Disclaimer' you are giving your consent to our use of cookies in accordance with the terms of this policy.

Your personal data

We collect personal details such as your email address, your address and tel no so that we are able to send you the products that you order such as CDs, MP3s, Hypnosis scripts, books and on-line courses.

We may also use your email address to send you news or updated information on various products *only when you have given us your permission to do this by actively ticking the relevant check box*

Do we share your data?

We do not pass on any of the above data to third parties.

In the event that we may, in the future, think it would benefit you to be in touch with any third parties **we might possibly contact you but would never pass on your data unless we had your express permission in writing to do this.**

NB Disclosure Exception:

In certain circumstances, however, we may be legally required to share certain data held by Us, which may include your personal data; for example, where We are complying with legal requirements, a court order, or a governmental authority, where We are involved in legal proceedings or if you violate our Terms of Service, Ethics Policy or Membership Requirements. Any such disclosure of personal information will be strictly controlled and made fully in accordance with the current UK legislation, in particular the UK Data Protection Act 1998 and the new General Data Protection Act (which comes into effect on 25th May 2018)..

Financial information

We collect financial information only for transactions relating to our website. Our payment services providers (Paypal, Credit card services, Woo Commerce)

We will share transaction data with our payment services providers *only for the necessary purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds.*

Your rights

You have the right to withdraw your consent to our collecting your personal information but obviously we would not in that case be able to send you the product you requested.

You also have the right to ask us to alter any personal information if you see fit to do so

Age of consent

By using this website, you agree that you are at least the age of majority in your country, state or province of residence, or that you are the age of majority in your country, state or province of residence, and you have given us your consent to allow any of your minor dependents to use this site.

Success stories

By allowing us to print your reviews on our Success Stories page or by sending us a video recording to display on the website, you are giving us your consent to use this on our site and / or social media for marketing purposes.

You also have the right to withdraw permission for such use in which case we would stop displaying these reviews whether in writing or on video.

Possible Amendments

We may update this policy document from time to time so please check this page occasionally to ensure you are happy with any possible changes