

Paula Wratten

All association and appointments with Paula Wratten are subject to approval of these Terms and Conditions. You must accept the terms and conditions herein to continue with your association or appointments.

If you do not agree to these Terms and Conditions, you may cancel your association or appointment immediately by emailing paulawratten@aol.com

Continuation of any association with paulawratten by any means, or attendance of your appointment arranged with paulawratten will be deemed as acceptance of these Terms and Conditions.

Terms and Conditions

These Terms and Conditions tell you information about us and the legal terms and conditions (**Terms**) on which we sell any of our services (**Services**) listed on our website, other websites or printed material, to you.

These Terms will apply to any contract between us for the sale of Services to you (**Contract**). Please read these Terms carefully and make sure you understand them, before continuing with any Services from us.

These Terms, and any Contract between us, are only in the English language.

Your consumer right of cancellation

- ⟨ You have a legal right to cancel a Contract during the period set out below. This means that during the relevant period if you change your mind or for any other reason you decide you do not to attend an appointment you can notify us of your decision to cancel the Contract and receive a refund should an advance payment have been made.
- ⟨ You may cancel a Contract from the date you receive your appointment confirmation, which is when the Contract between us is formed, up until 48 hours prior to the appointment time.
- ⟨ To cancel a Contract, please email us at paulawratten@aol.com or telephone the direct phone number given for Paula Wratten to tell us. You may wish to keep a copy of your cancellation notification for your own records. Your cancellation is effective from the date and time you sent us the email or if you call to notify us of your cancellation, then your cancellation is effective from the date and time you telephone us.
- ⟨ We will refund you on the credit card or debit card used by you to pay if applicable.
- ⟨ Cancellations made within 48 hours of the appointment time will be charged in full.

OUR SERVICES

You must be aged 18 years or over to attend a spiritual reading appointment with Paula Wratten. Proof of age may be required.

You must be 16 years of age or over to attend a holistic treatment appointment unless accompanied by a responsible person aged 18 years or over.

No reliance on information

The content of our readings, treatments or published work is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the general information provided.

We make no representations, warranties or guarantees, whether express or implied, that the general information provided by any means is accurate, complete or up-to-date.

Paula will not and cannot accept responsibility for any decisions made or actions taken by anyone based on consultations or communications with them, or based on the information contained within the website.

You declare you are in good mental health and any energetic cord work undertaken is based on your interpretation of this service. Please advise on any issues that help Paula establish whether her services would be beneficial to you, the client. Paula has the right to cancel the reading/ therapy at any time. For those who are suffering severe symptoms of depression, anxiety, trauma, or other ailments, please contact Professional Medical and/or Psychological Services in your area.

If you have purchased a business reading the information is purely speculative based on present events and should not be taken as legal advice. You are responsible for how you interpret the information given in the reading.

Limitation of our liability

Nothing in these Terms and Conditions excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

To the extent permitted by law, we exclude all conditions, warranties, representations or other terms which may apply to our general information or published work, whether express or implied.

We will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:

⟨ use of, or inability to use, the general information provided; or

⟨ use of or reliance on any of the general information provided.

Intellectual property rights

We are the owner or the licensee of all intellectual property rights in our material and any online published work. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our online published work for your personal use and you may draw the attention of others to content posted online by us.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of the posted or printed content must always be acknowledged.

You must not use any part of the content on our published work for commercial purposes without obtaining a license to do so from us or our licensors.

If you print off, copy or download any part of our online published work in breach of these Terms and Conditions, your right to use our site will cease immediately and you must, at our discretion, return or destroy any copies of the materials you have made.

Applicable law

Please note that these Terms and Conditions, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction. **PRIVACY POLICY**

WHO WE ARE

Paula Wratten ("We") are committed to protecting and respecting your privacy.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of EU data protection legislation, the data controller is Paula Wratten paulawratten@aol.com Information we may collect ABOUT you

We collect, use and store different types of personal data about you to enable us to provide you with products ordered from our website, from other websites, to deliver the service purchased and provide after care as necessary; to assist us in monitoring and improving the services that we provide to you and, where permitted, to inform you of promotions, offers and information that we think is relevant and of interest to you.

How YOUR PERSONAL DATA is collected

We collect the personal data when you purchase services from us, whether via our website, other websites, over the telephone or in person. It is also collected when you enquire about our products or services, create an account, sign up to our newsletters or mailing lists, enter our competitions and when you contact us through social media or online platforms.

How we use your PERSONAL DATA

We may use the information we collect for a range of reasons, including:

- To allow us to carry out our obligations arising from any contracts entered into between you and us.
- To process your order which forms a sales contract between us.
- To enable us to take payments from debit or credit cards and process bank transfers.
- To deliver the services to you.
- To notify you of any changes.

- To allow us to offer you an efficient after service and future ordering experience your personal data is kept in a secure Customer Relationship Management system.
- We keep records relating to your order including email communications, telephone conversations and payment details.
- When you have enquired about our products and services, we will send you information about our products and services and, where permitted, inform you of promotions, offers and information that we think is relevant and of interest to you.
- When you have purchased our products or services, we will keep all records relevant to the products or services and, where permitted, inform you of promotions, offers and information that we think is relevant and of interest to you.

Disclosure of your information

We may disclose your personal information to third parties:

- 〈 In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- 〈 If paula wratten or the majority of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- 〈 If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce our Terms and Conditions and other agreements; or to protect the rights, property, or safety of our customers, or others.

RETENTION OF DATA

We retain personal information where we have an ongoing legitimate business or legal need to do so. Our retention periods will vary depending on the type of data involved, but, generally, we will refer to these criteria in order to determine the retention period:

- 〈 Whether we have a legal or contractual need to retain the data.
- 〈 Whether the data is necessary to provide our services.
- 〈 Whether you have the ability to access and delete the data.

We will delete or remove identifying information as soon as there is no ongoing legitimate business or legal need to retain it.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. You can exercise the right at any time by contacting paulawratten@aol.com or clicking 'unsubscribe' in any promotional emails.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The General Data Protection Regulation Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

Changes to our privacy policy

Any changes we may make to our Privacy Policy in the future will be posted online and, where appropriate, notified to you by e-mail.

Contact

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to paulawratten@aol.com

