

Privacy Policy

Effective Date: 30 June 2026

Positive Lifestyles (Porthcawl) ("we", "our", or "us") is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website or contact us.

Who We Are

Positive Lifestyles (Porthcawl)

Oakley House
11 Mary Street
Porthcawl
CF36 3YL

Telephone: 01656 783203 / 07949 721875

Email: oakleymanager@positivelifestylesporthcawl.com

Care Inspectorate Wales Registration: SIN-00013353-HYBG

Information We Collect

We may collect personal information that you voluntarily provide, including:

- Your name
- Email address
- Telephone number
- Postal address (where applicable)
- Information you provide through our contact or enquiry forms
- Any other information you choose to provide when contacting us

We may also automatically collect certain technical information such as:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on our website
- Referring website

How We Collect Information

We collect information when you:

- Complete a contact form

- Send us an email
- Telephone us
- Request information about our services
- Visit our website through cookies and similar technologies

How We Use Your Information

We use your information to:

- Respond to your enquiries
- Provide information about our services
- Arrange visits or consultations
- Improve our website and visitor experience
- Meet our legal and regulatory obligations
- Protect the security of our website

We do not sell your personal information to third parties.

Lawful Basis for Processing

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Depending on the circumstances, we rely on one or more of the following lawful bases:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Our legitimate interests in providing and improving our services

How We Store Your Information

Our website is hosted on the Wix platform. Information submitted through our website may be stored securely using Wix's systems and infrastructure.

We take reasonable technical and organisational measures to protect your personal information from unauthorised access, loss, misuse or disclosure.

Sharing Your Information

We may share information only where necessary:

- With trusted service providers who assist us in operating our website or business
- Where required by law or regulatory authorities
- To protect our legal rights or those of others

We will never sell your personal information.

Cookies

Our website uses cookies and similar technologies to improve functionality, understand website usage and enhance your browsing experience.

Some cookies are essential for the operation of the website, while others help us analyse visitor behaviour or improve performance.

You can control or disable cookies through your browser settings. Please note that disabling some cookies may affect the functionality of the website.

Your Rights

Under UK data protection legislation, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of your personal information where appropriate
- Restrict or object to certain processing
- Request transfer of your information where applicable
- Withdraw your consent where processing is based on consent

To exercise any of these rights, please contact us using the details below.

Contact Us

If you have any questions about this Privacy Policy or how we process your personal information, please contact:

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If you are dissatisfied with how we have handled your personal information, you also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements, our services or our website. Any updates will be published on this page with a revised effective date.

We encourage you to review this Privacy Policy periodically.