

Autism Optimism International Ltd. Privacy Policy

Our Privacy Policies are in compliance with EU data protection law.

What type of personal information do we collect?

In order to be able to send you individualised, relevant information about the services provided by Autism Optimism International Ltd, we keep personal records of all people who contact us. These records are:

1. Your email address, home address, contact telephone numbers, and if applicable, your child's name, age and diagnosis. If you are a professional, we will record your profession and place of work.
2. The dates of services that we provide for you, the type of service that we provided for you, and the details of any autism-related training courses you have attended.
3. Notes summarising the content of the services we have provided for you.

How is this information stored?

This information is held in password protected files on our staff computers, which is are password protected. For purposes of scheduling our services, this information is shared with between our staff in a password protected format. Any other devices that we use to access this information are also password protected. Information is also backed up on an external hard-drive which is password protected.

When clients contact us via our website (autismoptimisminternational.com) their email address is also stored by our web hosting platform (www.squarespace.com). This information is stored on secure servers behind a firewall.

When clients or interested parties sign up to our mailing list, their information is stored with MailChimp or Squarespace on secure servers.



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Autism Optimism International Ltd. Company number: 12359951
www.autismoptimisminternational.com
support@autismoptimisminternational.com

Privacy Policy

How do we use this information?

We will only ever use your personal information to contact you regarding supporting you. This will be within the scope and legal basis of Legitimate Interest (i.e. you have expressed an interest in our services, therefore there is implied consent for us to contact you regarding working together). We may contact you in the following ways:

1. Sending you personalised emails, phone calls, text messages to assist you in booking our services or to respond to communication that you have sent us.
2. Group emails to let you know about our services and our availability to work with you.
3. Sending our newsletters or inspiring stories to keep you motivated and excited for your journey with autism.

Do we share this personal information with anyone?

Your information is shared with our staff (in a password protected format) where necessary so that they can assist you in working together with us. Where we feel it will be beneficial to seek advice from other professionals, we will always gain your explicit consent before sharing information about your family with another professional (which will always be for the intended benefit of you and your family).

www.autismoptimisminternational.com
support@autismoptimisminternational.com

Our Website

Does our website use cookies?

Like many websites, our website uses cookies (small pieces of data, stored in a user's browser, usually used to keep track of their movements and actions on a site) to help make the site work best for you.

You can view the cookies that are used on our website here:

<https://support.squarespace.com/hc/en-us/articles/360001264507>



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The information collected and stored by these cookies is not personally identifiable to you.

Our website collects personal data to power our site analytics, including:

- Information about your browser, network, and device
- Web pages you visited prior to coming to this website
- Your IP address

This information may also include details about your use of this website, including:

- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

We share this information with Squarespace, our website analytics provider, to learn about site traffic and activity.

How do we collect personal data on the website?

Website Visitors

This website is hosted by Squarespace. Squarespace collects personal data when you visit this website, including:

- Information about your browser, network and device
- Web pages you visited prior to coming to this website
- Web pages you view while on this website
- Your IP address

Squarespace needs the data to run this website, and to protect and improve its platform and services. Squarespace analyzes the data in a de-personalized form.



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Privacy Policy

Checkout

When you buy something on this website, we collect personal information from you to fulfil the order. We may collect information like your:

- Billing and shipping address
- Details relating to your purchase (for example, your shirt size)
- Email address
- Name
- Phone number

We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us.

As you go through checkout, this site may auto-complete your shipping and billing address by sharing what you type with the Google Places API and returning suggestions to you to improve your checkout experience.

Member Areas

When you subscribe and purchase a membership on this website, we collect personal information from you to enable your member areas access. We may collect information like your:

- Billing and shipping address
- Details relating to your subscription
- Email address
- Name
- Phone number

We share this information with Squarespace, our website hosting provider, so that they can provide exclusive member area hosting services to us.

As you go through checkout, this site may auto-complete your shipping and billing address by sharing what you type with the Google Places API and returning suggestions to you to improve your checkout experience.



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Scheduling

When you schedule an appointment by booking on this website, we collect personal information from you to complete the booking. We may collect information like your:

- Name
- Email address
- Phone number
- Details relating to your appointment (for example, who referred you)
- Files you uploaded

We share this information with Squarespace, our scheduling service provider, so that they can provide online booking services to us.

Emails

We may email you with messages about your order or account activity. For example, we may email you to tell you that:

- You've created a customer account
- Your customer account password has been reset or updated
- You've made a purchase
- Your order has shipped

It's not possible to unsubscribe from these messages.

We share your contact information with Squarespace, our website hosting provider, so they can send these emails to you on our behalf.

Marketing Emails

If you subscribe to our newsletter and emails, we may send you marketing emails, which you can unsubscribe from by clicking the link at the bottom of the email. We share your contact information with Squarespace, our email marketing provider, so they can send these emails on our behalf.



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Your consent:

Reading this Privacy Policy and/or contacting us via our website gives implied consent via legitimate interest to the storage and use of your data as listed above. If you decide to remove your consent to any part of how we use or store your personal data, please contact us directly at support@autismoptimisminternational.com and we will destroy all your information across all our platforms.

If you have any questions about the policies listed above, please contact us at support@autismoptimisminternational.com



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