

Clear as Day Privacy Policy

At Clear as Day, accessible from www.clearasdayspeech.co.uk, and www.clearasdayspeech.com, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by Clear as Day and how we use it.

If you have additional questions or require more information about our Privacy Policy, please do not hesitate to contact us at info@clearasdayspeech.com.

Definitions

The following definitions are applied throughout this policy - “You” and “Your”, “The Visitor” refer to you - the person accessing this website and its services; “Personal Information”, and “Data”, refers to the personal information and data we collect from you; “Our”, “”Us”, and “Clear as Day”, refers to us, the company and websites whom you are visiting and who’s services you use/are interested in using; “Your Speech”, and “Our Service”, refers to the work this company aims to provide, which is helping people with their speech, and communication.

Consent

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

Information we collect

When you book a lesson, via our calendar system, payment portals, or via email, we will ask for your contact information, including your name, email address, and phone number.

The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you through this privacy policy, and at the point we ask you to provide your personal information.

Other than the basic information which we will require to process a booking. We will ask for additional information when beginning the process of working on your speech. This includes either video or audio self-record clips of your image and/or voice, for purposes of seeing and hearing your speech patterns, and the shapes your mouth and tongue make to create those sounds, so we can provide feedback, teach our material, and thus provide our service. By sending us these video or audio recordings of this nature, you are hereby consenting the use of this information by us, for the purposes of working on your speech, and teaching you our material.

In the video and audio self-recordings, we will also invite you to speak a bit about yourself so we can further analyse your speech patterns and the sounds you make. We may, for example, ask you to describe where you are from and what you do for a living, and your interests/ hobbies, but content of the information you provide is left to your discretion.

We may ask to use either your video or audio recordings to publish on our website to promote our company. We will not publish any of this without your explicit consent.

Your information is held for as long as necessary to provide you the service in full, and for as long as is required by law and regulation.

How we use your information

We use the information we collect in various ways, including to:

- Provide, operate, and maintain our website
- Improve, personalise, and expand our website
- Understand and analyse how you use our website
- Develop new products, services, features, and functionality
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes
- Send you emails
- Find and prevent fraud

Log Files

Clear as Day follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

Cookies and Web Beacons

Like any other website, Clear as Day uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimise the users' experience by customising our web page content based on visitors' browser type and/or other information.

Advertising Partners Privacy Policies

You may consult this list to find the Privacy Policy for each of the advertising partners of Clear as Day.

Third-party ad servers or ad networks uses technologies like cookies, JavaScript, or Web Beacons that are used in their respective advertisements and links that appear on Clear as Day, which are sent directly to users' browser. They automatically receive your IP address when this occurs. These technologies are used to measure the effectiveness of their advertising campaigns and/or to personalise the advertising content that you see on websites that you visit.

Please note that Clear as Day has no access to or control over these cookies that are used by third-party advertisers.

Third Party Privacy Policies

Clear as Day's Privacy Policy does not apply to other advertisers or websites. Thus, we advise you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

Your payments will be processed by payment providers (e.g. Stripe, PayPal and thus your personal information and transaction data will be sent to these providers to process your payments.

GDPR Data Protection Rights

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.

The right to erasure – You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

Children's information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

Clear as Day does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.