

**For the purposes of the booking system, this privacy policy document contains the privacy policies for both Bodylove Physiotherapy and Soul Spring Yoga. Please review the section appropriate to the services you are booking. Thank you.**

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### Bodylove Physiotherapy Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

#### Contact details

Email

bodylovephysiotherapy@gmail.com

#### What information we collect, use, and why

We collect or use the following information to provide patient care and services.

- Name, address and contact details
- Gender
- Date of birth
- NHS number
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Payment details (including card or bank information for transfers and direct debits)

We also collect the following information to provide patient care and services.

- Health information

We collect or use the following personal information to comply with legal requirements:

- Name

- Contact information
- Health information

### How we collect your data

When booking an appointment, some information will be collected from you, such as your name, contact details (telephone number, e-mail and address), and a brief description of the reason for booking an appointment. This data is collected for administrative purposes of booking in appointments. By contacting us or booking an appointment online, you are agreeing to your personal information being used for administrative purposes. Information related to your health, will be collected directly from you, during your appointment. It is your responsibility to inform us, at the earliest opportunity, of any change to your information, such as address or name. This is to ensure that our records are up to date and accurate. By contacting me via email and consenting to communication through this method, you acknowledge and accept the inherent risks associated with email communication, including potential interception or un-authorised access. While I take reasonable steps to protect your information, I cannot guarantee the security of email transmissions and am not liable for any loss or breach arising from their use.

### Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website [Information Commissioner's Office](#).

We may retain your data to satisfy any legal, accounting, or reporting requirements. We need to keep certain information about you for 8 years, after you cease to be a patient, in line with medical record keeping guidelines. You have the right to ask us to delete the personal data we hold about you in certain circumstances.

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it. We will not charge a fee for responding to this request unless your request is clearly unfounded, repetitive or excessive in which case we may charge a reasonable fee or decline to respond.

We will, in most cases, reply within one month (30 days) of the date of the request. In complex cases, or you have made a large number of requests in which case we will notify you of any delay and will in any event reply within 3 months. If you wish to make a Subject Access Request, please send the request to Amy Turner via email: [bodylovephysiotherapy@gmail.com](mailto:bodylovephysiotherapy@gmail.com)

#### Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide patient care and services** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability. Healthcare providers are legally required to keep up to date and accurate records of consultations. This is also a professional standard set out by the HCPC <https://www.hcpc-uk.org/standards/meeting-our-standards/record-keeping/>

Our lawful bases for collecting or using personal information to **comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability. Healthcare providers are legally required to keep up to date and accurate records of consultations. This is also a professional standard set out by the HCPC <https://www.hcpc-uk.org/standards/meeting-our-standards/record-keeping/>

#### Where we get personal information from

- Directly from you

### How long we keep information

Health care records must be kept for 8 years, from the date of the last consultation. In some cases, records may need to be kept longer.

### Who we share information with

- Other health providers (eg GPs and consultants)
- Organisations we need to share information with for safeguarding reasons
- Emergency services

Information will be shared with relevant and appropriate healthcare providers, such as your GP, if necessary. Consent will be gained from you before any of your information is shared. Information will only be shared if there is an explicit indication, for example to inform ongoing care or treatment with another healthcare provider. However, in the instance that there is a safeguarding risk, some of your personal information may be shared with appropriate services for safeguarding purposes. Where possible, you will be informed of this, however if there is immediate danger this may not always be possible.

### Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the [Public Benefit and Privacy Panel for Health and Social Care](#) or other similar governance and scrutiny process.

### Data Security

Protecting your data is important to us and we have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way. If your information does need to be shared with another party, for example your GP, they will not have direct access to your records, and will receive relevant information in writing.

### How to complain

If you have any concerns about our use of your personal data, you can contact us directly, using the details at the top of this privacy notice. We would be grateful for you contacting us in the first instance, to aim to resolve any issues.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated: 20/10/2025

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### **Soul Spring Yoga customer privacy notice**

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)

- [How to complain](#)

## Contact details

### Email

soulspringyogauk@gmail.com

## What information we collect, use, and why

We collect or use the following information to provide services and administrative purposes:

- Names and contact details
- Addresses
- Date of birth
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we will aim to respond and action your request within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to services and administrative purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you

How long we keep information

We make keep personal information about you for up to 2 years after your last class booking.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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