



Privacy Policy

Your privacy is extremely important to us. This policy explains how your personal information is collected, used, and protected in line with the UK General Data Protection Regulation and the Data Protection Act 2018.

1. What Information We Collect

We may collect and process the following personal data:

- Name, address, email address, and telephone number
- Health and medical information relevant to your treatment
- Appointment and treatment history
- Payment details (where applicable)

2. How Your Information Is Used

Your information is collected to:

- Provide safe, effective, and personalised massage treatments
- Assess suitability for treatment and identify any contraindications
- Manage bookings, appointments, and communication
- Maintain accurate client records
- Comply with legal and insurance requirements

We only collect information that is necessary for your care and the delivery of our services.

3. Lawful Basis for Processing

We process your data under the following lawful bases:

- **Consent** – for collecting and storing your personal and health information
- **Legitimate interests** – for managing appointments and business operations
- **Legal obligation** – where required for insurance or regulatory purposes

You may withdraw your consent at any time, although this may affect our ability to provide treatment.

4. How Your Data Is Stored and Protected

Your data is stored securely, whether in digital or paper format, and appropriate measures are taken to prevent unauthorised access, loss, or misuse. Only the therapist has access to your personal information.

5. Data Retention

Client records are retained for a period of up to 7 years in accordance with industry standards and insurance requirements, after which they will be securely disposed of.

6. Sharing Your Information

Your personal data will never be sold or shared with third parties for marketing purposes. Information may only be shared where necessary:

- With your explicit consent
- If required by law
- With relevant medical professionals (only where appropriate and agreed)

7. Your Rights

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

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data (where legally permissible)
- Restrict or object to processing

- Lodge a complaint with the Information Commissioner's Office (ICO)

8. Mobile Service Considerations

As a mobile therapist, your address and location details are used solely for the purpose of attending your appointment and will be handled with strict confidentiality.

9. Contact

If you have any questions about this policy or how your data is handled, please get in touch directly.

By booking a treatment, you acknowledge and agree to this privacy policy.