



Our Privacy Notice

Please take the time to read through this information carefully.

Upwood Healing respect and protect your privacy. This notice sets out the different areas where user privacy is concerned and outlines the obligations and requirements of the users. Furthermore, the way we use, store and protect any personal data we collect from you, or that you provide to us, will also be detailed within this notice.

THE INFORMATION WE COLLECT

When you book an appointment we collect personal details such as your name, email and telephone. This information is used to identify you and contact you about the appointments and services you have booked.

To provide a safe and effective massage treatment we also need to collect information such as your medical background and lifestyle choices. This information is only used to make sure your treatment is as effective as possible.

Whilst you use the website we also receive information about your computer such as your IP address, operating system and browser details. This information helps us provide a better website experience for you.

When you buy a gift voucher we collect personal details such as your name, email, recipient's name and possibly a postal address. This information is used to identify you and provide the service you have requested.

CONSENT

When you provide us with your personal information in the course booking an appointment, completing your massage intake form, making a payment or contacting us about our services, you are giving your consent to us collecting that information and using it for that specific reason.



We will not use your personal information for any secondary reason, like marketing, unless we have asked you directly for consent to do so.

How do I withdraw my consent?

For the purpose of legal protection, we are required to hold the personal information you have given to us in the course of provide you with massage services and the notes about those treatments for a minimum of seven years.

Seven years after your last treatment we will permanently delete all your personal information that we hold.

If you withdraw your consent during the seven year retention period, we will archive your data until the seven year period expires.

Whilst your information is archived, we will not access or process it in any way accept if needed for legal protection or if I'm required to do so by law.

Should you wish to withdraw your consent at any time please email amy@upwoodhealing.co.uk with your request.

How can I access, update or amend my personal information?

You have the right to review the personal information we store about you and your massage sessions at any time. These will be sent by email, in a Microsoft Word document attachment.

You also have the right to request we update or amend your data if it is incorrect.

To action any of these rights at any time please email amy@upwoodhealing.co.uk with your request.

DISCLOSURE

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.



DATA HANDLING & STORAGE

All data will be stored electronically on a password protected device.

CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If this business is acquired or merged with another business, your information may be transferred to the new owners so that they may continue to provide you with the massage services you have requested.

QUESTIONS & CONTACT INFORMATION

To request your information is updated, amended or deleted, or if you have any questions about how your information is collected, stored and used, please email amy@upwoodhealing.co.uk

COMPLAINTS

If, for any reason, you are unhappy with how we are handling your data, please raise your concerns with us first, so that we can seek a resolution. If you are still not satisfied, then you have the right to complain to the [Information Commissioner's Office \(ICO\)](#).



This information is collected by Upwood Healing in accordance with the guidelines set out in the General Data Protection Regulation (GDPR), Articles 6.1(b), 9.2(h) and 9.3.

LEGAL BASIS FOR STORING DATA

Upwood Healing will never lease, distribute or sell your personal information to any third parties.

CONTACT

Healing Amy
Upwood Holiday Park
Blackmoor Road
Oxenhope, Keighley
West Yorkshire
BD22 9SS

amy@upwoodhealing.co.uk

07792 488014
