**Privacy policy**

At A Quiet Place for Reflexology, we take your privacy seriously and this privacy statement explains what personal data or information we collect from you and from people who visit our website and how we use it.

If you have any questions regarding this statement and our privacy practices, please contact us by email aquietplacefor reflexology@gmail.com

**Who are we?**

A Quiet Place for Reflexology is an independently run therapy room.

**What personal data or information do we collect?**

The personal information we collect may include your name, address, email address, IP address and information regarding what pages you access on this website and when. It may also include medical history relevant to your treatment.

**How do we collect data or information from you?**

We collect data or information about you when you use our website, or when you make an enquiry about our products or services or if you register to be sent an email news update.

**How is your information used?**

We collect your personal data or information to operate our business effectively and provide you with the best information on our products and services.

We may use your information to:

·     To carry out our obligations arising from any contract or contract negotiations entered into by you or us as a customer or prospective customer.

·      Process an enquiry that you have made to us.

·      Process your order and process after sales service

·     To contact you to discuss products and services that we believe may be of interest to you.

·      Send you communications that you have requested, for example our email newsletter.

·      Develop a treatment plan.

We believe that all these purposes are justified on the basis of our legitimate interests in treating A Quiet Place for Reflexology clients and our legal obligations, both as a business and responsible employer.  If you would like to know more, please read below:

**Details of our processing**

**1. Prospective Customers**

Type of Data Held

·      Name and contact information

·      Information and documents relating to the services we are providing, including communications with you.

Length of Time Held

We will retain information about you for the duration of the enquiry, then a further 5 years.

How Data is Held

Website data is stored in secure servers. Paper based consultation forms and treatment plans are stored in a locked cupboard.

**2. Customers**

Type of Data Held

·      Name and contact information

·      Information and documents relating to the services we are providing, including communications with you.

·      Billing and payment information (NB: we do not store Credit or Debit Card details).

Length of Time Held

We will retain information about you for the duration of our contractual relationship with you, then for an additional 5 years. We retain financial transaction records for 6 years, following the end of the current financial year.

How Data is Held

Website data is stored in secure servers. Paper based consultation forms and treatment plans are stored in a locked cupboard.

**Your Choices & Rights**

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

· You can verify the details you have submitted to A Quiet Place for Reflexology by contacting us by email: aquietplaceforreflexology@gmail.com

Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.

· You can always feel free to update us on your details at any point by sending an email to [aquietplaceforreflexology@gmail.com](mailto:aquietplaceforreflexology@gmail.com   )

· You can unsubscribe from receiving marketing emails from us by replying to any email informing us of your choice. Once you do this, you will no longer receive any emails from us.

· You can request a readable copy of the personal data we hold on you at any time. To do this, please contact us via email: aquietplaceforreflexology@gmail.com

You also have the right to lodge a complaint about our processing with the UK’s Information Commissioner’s Office (hyperlink <https://ico.org.uk/)>.

**Keeping your data secure**

When you give us personal information we take steps to ensure that it’s treated securely and strive to protect it on our internal systems.

**Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 26/01/2022.