

At The Therapy Shed we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use and protect your information when you visit our website, contact us, make a booking or use our services.

1. Who we are

THE THERAPY SHED is responsible for the personal information collected through this website and in connection with our beauty services.

If you have any questions about how your information is used, you can contact us:

Email: naomihutcheon91@gmail.com

Business name: THE THERAPY SHED

2. Information we collect

Depending on how you interact with us, we may collect:

Your name, Email address, Telephone number, Booking and appointment details, Information you provide during a consultation, Treatment preferences and relevant information needed to safely provide your treatment, Payment and transaction information, Messages or enquiries you send to us, Website information such as your IP address and information about how you use our website, where applicable, We only collect information that is reasonably necessary for providing our services and managing our business.

3. How we use your information

We may use your personal information to:

Manage and confirm your appointments, Provide beauty treatments and services, Communicate with you about your bookings, Respond to enquiries and requests, Process payments, Keep appropriate client and treatment records, Provide aftercare information, Improve our services and customer experience, Meet our legal and regulatory obligations, Send marketing communications where you have given us permission to do so.

4. Booking information

We use OVATU to manage appointments and bookings.

When you make a booking, some of your information may be processed by the booking provider in accordance with their own privacy policy and terms.

You can view their privacy policy here:

<https://ovatu.com/policy/privacy>

5. Payment information

Where payments are taken online, your payment may be processed by a third-party payment provider. We do not normally have access to or store your full payment card details. Payment information is handled by the relevant payment provider in accordance with their privacy policy and security procedures.

6. Consultation and treatment information

To provide treatments safely, we may ask you for information relating to your treatment, including allergies, sensitivities, previous reactions and other relevant information.

Where this information is considered special category personal data, we will only collect and use it where we have an appropriate legal basis to do so.

We will only use this information for purposes connected with providing safe and appropriate treatment, unless we are legally required or otherwise permitted to use it for another purpose.

7. Marketing

If you choose to receive marketing from us, we may contact you about:

New treatments, Offers and promotions, Availability, News and updates, You can unsubscribe from marketing communications at any time by contacting us or using the unsubscribe option provided in the message. We will not sell your personal information to third parties.

8. Cookies

Our website may use cookies and similar technologies to help the website function properly, understand how visitors use the website and, where applicable, support marketing or analytics.

Where required, we will ask for your consent before using non-essential cookies.

You can manage or disable cookies through your browser settings and, where available, our website's cookie settings.

9. Sharing your information

We may share your information with trusted third parties where necessary to operate our business and provide our services.

These may include: Our booking system, Payment providers, Website hosting providers, Email or communication providers, IT and technical service providers, Professional advisers where necessary, Authorities or other organisations where we are legally required to do so

We require appropriate safeguards to protect your information where third parties process information on our behalf.

10. How long we keep your information

We only keep personal information for as long as reasonably necessary for the purposes for which it was collected, including to meet legal, accounting, insurance or other business requirements.

Different types of information may be retained for different periods.

11. Keeping your information secure

We take reasonable technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration or disclosure.

However, no method of transmitting or storing information online can be guaranteed to be completely secure.

12. Your rights

Depending on the circumstances, UK data protection law gives you rights in relation to your personal information, including the right to:

Request access to the personal information we hold about you, Ask us to correct inaccurate or incomplete information, Ask us to delete your information in certain circumstances, Ask us to restrict how we use your information in certain circumstances, Object to certain uses of your information, Withdraw consent where we rely on consent to process your information, Request certain information in a portable format, If you would like to exercise any of these rights, please contact us using the details above.

13. Complaints

If you have concerns about how we have handled your personal information, please contact us first so that we have an opportunity to address your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO), which is the UK's data protection regulator.

You can find information about making a complaint on the ICO's website.

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, technology or legal requirements.

Any updates will be published on this page and the “Last updated” date will be amended accordingly.

15. Contact us

If you have any questions about this Privacy Policy or how we use your personal information, please contact:

Naomi Argent

Email: Naomihutcheon91@gmail.com