

# Generated privacy notice - general business

## Sole Reflexology customer privacy notice

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

### Contact details

Telephone

07803358938

Email

hello@solereflexology.website

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

We collect or use the following information to **provide services and goods, including delivery**:

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

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details

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

- Name
- Contact information
- Health information (including dietary requirements, allergies and health conditions)
- Records of meetings and decisions

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details

## Lawful bases and data protection rights

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** 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.

Our lawful bases for collecting or using personal information for **service updates or marketing 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.

Our lawful bases for collecting or using personal information for **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.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** 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

Records will be kept for 7 years after last treatment and children's records to be kept until the child is 25 or if 17 when treated, then 26.

## Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons

## 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>

**Last updated**

18 October 2024