**PRIVACY POLICY**

This is Urban Soul Holistic Therapy’s privacy policy, we are located at 24 Flint Lane. Barrow Upon Soar, Loughborough, Le12 8gs and you can email us at urbansoulholistictherapy@outlook.com. This privacy policy explains how we use any personal information we collect about you and why we collect it.

**What Information Do We Need?**

We need your contact details, your name, phone number, address, postcode and email address. We will also need information about your age and health in order for a treatment to go ahead.

**Why do we need it, how will we use it and how long will we retain it?**

We need all the details above in order to ensure that it is safe for us to provide the treatments you may ask for and also for insurance purposes. We will store your information for 7 years after the date your treatment took place. Our lawful basis for processing this personal information is a ‘contract’, this means that we have a legal reason to ask you for your data because we need to for contractual reasons. You do not have to share your personal data with us, but if you do not we cannot offer you a treat with Urban Soul Holistic Therapy. You must fulfil your side of the contract (share your personal information) in order for us to fulfil ours (carry out treatment).

**Markerting**

We would also like to send you information about products and services we offer using the information you have shared with us, but you do not have to agree to this for treatment to go ahead. If you agree to be contacted for marketing purposes using the following methods, please tick the relevant boxes to give your consent. You may withdraw this consent at any time by emailing us at urbansoulholistictherapy@outlook.com or calling us 07527966242.

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Post |  | Email |  | Phone |  | SMS |  |

**Will we share your information?**

We will not share your information with anyone outside of Urban Soul Holistic Therapy.

**Who can I complain to if I feel you are not handling my data correctly?**

Please contact us if you have any questions about this privacy policy or the information we hold on you, you can do this by email urbansoulholistictherapy@outlook.com or post 24 Flint Lane, Barrow Upon Soar, Loughborough, Le12 8gs. If you believe we are not handling your data correctly you have the right to make a complaint, this should be sent using the above contact details. If you are unhappy with our response you should then contact the ICO (independent commissioner’s office) by contacting them or using the following web page <https://ico.org.uk/concerns/>.