

Privacy Policy

Karmazone Holistic Therapies Privacy Notice

Introduction

The following privacy notice outlines how Karmazone Holistic Therapies collects, uses, protects and transfers your personal data. Karmazone Holistic Therapies is a treatment centre that offers holistic therapies such as Holistic Massage, Reflexology, Pregnancy Massage and Sound Healing.

The data protection officer/data owner for the organisation is Deborah Noakes You can contact the data protection officer/data owner by sending an email to deborah@karmazone.co.uk.

Personal data collected

The personal data that we collect is:

- Name
- Home address
- Email Address
- Date of Birth
- Phone number
- Health information

Purpose and Legal Basis for Processing Your Data

Karmazone Holistic Therapies takes your privacy seriously and we will never sell or rent your personal data to any third-party. Sharing of your data and direct marketing activities are only carried out with your express consent, which you are free to withdraw at any time.

We need to obtain and process your personal data to provide you with our products, services and treatments and to fulfil our business and legal obligations. We will never collect any personal information from you that we do not need or retain any data that is no longer necessary for the purposes specified in this notice.

Where we request sensitive personal data from you (i.e. health or medical data), the reason(s) for the request will be clearly given along with the purposes of the processing. Explicit consent through a signature will always be required for us to obtain and process your health information.

Who is processing my data?

Karmazone Holistic Therapies are the data controller and processes your personal information for the purposes laid out in this privacy notice. Further, they must process the personal information in accordance with this Privacy Notice and as permitted by applicable data protection laws.

Your personal data is processed to:

- Collect specific personal data (name, address, email, contact number, DOB) that is required to enter into a contract to sell a product or service.
- Engage in communication with you including confirmation and reminders of appointments, and requests to cancel or change bookings.

- Collect Health information to perform the agreed services appropriately, and potentially highlight areas that products and services may cause issues to clients because of their health.
- Ensure a safe service and provide industry standard advice.
- Select relevant offers, promotions and information for you.
- Estimate the number of customers we have.
- Hold personal data that is required by law or to respond to legal process.
- Hold for insurance purposes.
- Store customer records.

Your rights as the individual

If your personal data is held by Karmazone Holistic Therapies you hold particular rights over it.

Where you have provided consent for us to contact you as part of our marketing services, you have the right to modify or withdraw your consent at any time by using the unsubscribe option accompanied with all of our direct marketing or by contacting the Serenity Health & Beauty Data Officer.

You also have the right:

- To be informed of how your personal data will be used before it is collected.
- To access your personal data and to information on how your information is used after it has been gathered.
- To have personal data corrected if it is incomplete, inaccurate or out-of-date.
- To request the removal or deletion of personal data where there is no compelling reason for its continued processing.
- To restrict processing, to 'block' processing of your personal data.
- To data portability, having your data moved, copied or transferred from Karmazone Holistic Therapies to another organisation in an easily readable format.
- To object to direct marketing from us.

Special categories of personal data collected

Health questions are asked in many of our consent forms to potentially highlight treatments that may have a negative effect on your health due to medication you are taking or a condition you have. Karmazone Holistic Therapies asks for consent prior to gathering and processing this information. At any time after giving consent, you can withdraw your consent, subject to legal, insurance and contractual restrictions (see more on 'your rights as an individual'). Your privacy is very important to us and we only use this information for determining your suitability for the treatment.

Process of collection

Your personal data is collected when you provide it to us through over the phone, in the treatment centre, by email, social media, in writing or any other means by which you provide it to us. Information is stored using paper record keeping.

Data[GG4] Sharing

Karmazone Holistic Therapies does not share your personal information with any third-party without your prior consent, other than those already disclosed in this privacy notice or as part of our legal obligations under the relevant data protection laws.

Use of Data Processors[GG5]

Data processors are third parties who provide some elements of our business services for us. Where we use a third-party, we have strict agreements in place governing the processing of your personal data, on which no action can be taken without instruction from us. The third-parties with whom we work will never share or disclose your personal information and will hold it securely at all times.

How Long Do We Keep Your Data?

Karmazone Holistic Therapies retains your personal data for as long as necessary to provide you with our services as our client. Karmazone Holistic Therapies are required under tax laws to keep your personal data for a minimum of 7 years. Health and Safety records will be retained for 10 years and where we have your consent for marketing purposes, we will retain the minimum required data until you notify us that you no longer wish to receive such information.

The criteria for which we would continue to process your personal information includes:

- Where there is a legal basis, obligation or legitimate interest to continuing processing your personal information
- Where processing is necessary for the establishment, exercise or defence of legal claims

Consequences of not providing your personal information to Serenity Health & Beauty

In the event that you want to purchase a product or service from Karmazone Holistic Therapies, certain personal information is required to enter into a contract with you. Karmazone Holistic Therapies will not be able to enter into a contract with you to fulfil an attempt to purchase a product or service if you do not provide your personal information. As noted in this privacy statement, we are processing your personal data to comply with legal and statutory obligations and in the performance of a contract. You can always choose not to provide personal information; however, we will be unable to provide certain products, services and treatments in these instances.

Safeguarding your Personal Data

Appropriate measures are taken to protect your personal data from access from unauthorised persons or inappropriate access, internal or external. Any paper files recording your personal data are held in a locked filing cabinet or safe which can only be accessed by authorised personnel in the Therapy Centre.

Complaints

In the occurrence that you want to make a complaint about how your personal data was gathered, how it is being processed by Karmazone Holistic Therapies or you are not satisfied about how a complaint has been handled, you retain the right to lodge a complaint directly

with the supervisory authority and Karmazone Holistic Therapies and also the Karmazone Holistic Therapies Data Protection Officer/ GDPR Owner.

Data Protection Supervisory Authority

Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois, Ireland
[GG7] R32 AP23

+353 (0) 57 8684800

Data Protection Commissioner, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire[GG8] , SK9 5AF

+44 (0) 303 123 1113

Serenity Health & Beauty Data Protection Officer/GDPR Owner

Deborah Noakes 38 Windsor Gardens Herne Bay Kent CT6 8FE