

Privacy Notice

GDPR, DPA2018 applies to information collected and used for a specific purpose, here at Therapy2Massage.

How we use your information

This privacy notice tells you what to expect from Therapy2Massage when handling your information.

Visitors to our websites/Facebook page

Visiting the Facebook site: When you visit our page you do so under the terms of Facebook Privacy <https://www.facebook.com/privacy/explanation> we do not collect any identifiable information. If you decide to like the page then we will see that you have interacted with us but you are in total control over how you proceed. When we update our page, you will receive the updates as per Facebooks platform.

People who contact us via social media

If you send us a private or direct message via social media, the message will be deleted after 3 months unless you are still in communication with us. You should note that we have no control over how the social media platform collects stores or shares information and we do not transfer the information to anywhere else. It will not be shared by us with any other organisations. At any time, you can remove any social media contact via your own settings. We do not collect information from your social media page.

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We will not contact you unless you initiate contact with us. We will only become involved in a conversation when we are replying to a request for information. In researching and replying to requests, we may post the findings on our page but these will not be linked to you.

People who email us

We will retain your email in order to service your request and any interaction with regards to your treatment. We will not spam you or hand your details to any 3rd party.

We will only ask you to fill in forms when visiting us.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software.

We use Transport Layer Security (TLS) to encrypt and protect email traffic to and from our email server. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit. We will employ extra security if sending confidential information in emails.

Phone Numbers

If you provide your phone number, we will only use it in regard to you appointments and treatment. We will not pass it to any 3rd parties.

How we will use and disclose your data

If you go on to become one of our customers, we will collect data necessary to ensure we provide a safe service, this requires us to ask about medical conditions. If you choose to not provide this information, by not disclosing it, it may lead to the wrong treatment. We will also use contact information to contact you by email, phone, text or social media (note we will not use insecure methods to discuss anything of a personal nature, if you decide to send it on social media that is your choice, but we would try to refrain from this method).

Your information will not be passed to any third party unless it is required to meet a legal liability under appropriate legal request.

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We will not disclose your data to any third party without your approval or a legally enforceable request.

We will not transfer it to any other country. We do not use apps or cloud storage.

We will not carry out any automated decision-making or profiling.

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How we will store your data

Once we have your data it will be pseudonymised, this means that any identifying information will be stripped from it making it impossible to identify you, except by using a secondary piece of information. The secondary information is held in a different format and encrypted and on a different device.

How long will we keep your data?

We are required to keep your data for 7 years. After this time it will be destroyed. Should you no longer wish us to use your data we will lock it down so that it is not viewed but we will still need to keep it.

Your rights

This privacy notice tells you what to expect us to do with your personal information when you make contact with us or use one of our services

We'll tell you:

- What purpose we are processing it for?
- Whether you have to provide it to us?
- How long we store it for?
- Whether there are other recipients of your personal information?
- Whether we intend to transfer it to another country?
- Whether we do automated decision-making or profiling?

How to contact us

At the time of becoming a customer full details will be provided. Until that time if you have any queries please contact us by messaging us on this platform.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 01 May 2021.

This notice and GDPR/cybersecurity requirements are managed by TalkCyber.co.uk a fully qualified cybersecurity and data protection business.