

Privacy Policy

Last updated: July 2026

Hare Moon Holistic Therapies is committed to protecting your privacy and handling your personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the professional standards of the Association of Reflexologists (AoR).

Who I Am

Hare Moon Holistic Therapies provides professional reflexology treatments.

Data Controller: Hare Moon Holistic Therapies

Email: [your email address]

Telephone: [your phone number]

What Information I Collect

To provide safe and effective treatments, I may collect:

- Your name, address, telephone number and email address.
- Date of birth and emergency contact details.
- Relevant medical history, medications, allergies and current health conditions.
- Lifestyle information relevant to your treatment.
- Consultation forms and treatment records.
- Appointment history and correspondence.
- Payment information (excluding full payment card details).

Why I Collect Your Information

Your information is collected to:

- Assess whether reflexology treatment is appropriate and safe.
- Provide professional reflexology treatments.
- Maintain accurate client records.
- Arrange and manage appointments.
- Respond to your enquiries.
- Meet legal, insurance and professional obligations as an AoR member.

The lawful bases for processing your information are your consent, the performance of a contract, compliance with legal obligations, and my legitimate interests in providing safe and professional reflexology services.

Special Category Data

Health information is classified as special category personal data under UK GDPR. It is collected only with your explicit consent and used solely to provide safe, appropriate and effective treatments.

Confidentiality

All information you provide is treated as strictly confidential. As a member of the Association of Reflexologists, I adhere to the AoR Code of Practice and Code of Ethics, maintaining the highest standards of professional confidentiality.

Your information will only be disclosed where:

- You have given your explicit consent.
- I am required to do so by law.
- It is necessary to protect your vital interests or those of another person.
- It is required by my professional insurer or legal advisers in relation to a complaint or legal claim.

How Your Information Is Stored

Paper records are stored securely in locked storage, and electronic records are protected by password-protected devices and appropriate security measures to prevent unauthorised access, loss or misuse.

How Long I Keep Your Records

Client records are retained for **a minimum of seven years** after your last treatment, in line with professional insurance and AoR recommendations. Records relating to children are retained in accordance with legal requirements.

After the retention period, records are securely destroyed or permanently deleted.

Your Rights

Under UK GDPR, you have the right to:

- Request access to the personal information I hold about you.
- Request correction of inaccurate or incomplete information.
- Request erasure of your data where applicable.
- Request restriction of processing.
- Object to certain types of processing.
- Request data portability where applicable.
- Withdraw your consent at any time where processing is based on consent.

To exercise any of these rights, please contact me using the details above.

Website and Cookies

If you contact Hare Moon Holistic Therapies through the website, your information will only be used to respond to your enquiry or manage your booking.

If cookies are used on the website, they are used only to improve website functionality and analyse website performance. You can manage cookies through your browser settings.

Complaints

If you have any concerns about how your personal information has been handled, please contact Hare Moon Holistic Therapies in the first instance.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has not been handled in accordance with data protection legislation.

Contact

For any questions regarding this Privacy Policy or your personal information, please contact:

Hare Moon Holistic Therapies

Email: [your email address]

Telephone: [your phone number]