

Shep Sports Massage Data Protection Policy and Privacy Notice

Cookies and IP addresses Collected by this Website

We do not collect any information through this website but to book online through Schedul requires you to enter certain personal information. This can only be accessed by registered users and is password protected.

Personal Data Collected at the Time of Booking an Appointment

There may be details about pre-existing conditions, your health and focus of the treatment that is requested by Shep Sports Massage at the time of booking; during the initial consultation and subsequent treatments. This is for the purposes of meeting Insurance Company criteria as well as for your health and safety. Health information is also used to tailor treatments to suit your individual needs, you may of course choose to disclose or withhold any information as you see fit, but please note Shep Sports Massage cannot be liable for consequences of treatment when relevant information has been withheld.

All information gathered by Shep Sports Massage either on paper or through the online booking process is treated as confidential and will not be shared with any third party. If you grant permission, it is kept securely in the Schedul online booking system (see their Privacy Policy <https://shedul.uservoice.com/tos>), and only viewed by Steven Sheppard and the massage therapist of the treatment which you have booked.

You may update or correct your account information and email preferences at any time by logging in to Schedul (<https://www.shedul.com/>) and changing your account and profile settings.

Information obtained through a client's completion of the Shep Sports Massage paper registration form is stored in a locked case for which I have the key. An individual client's form may be passed to another massage therapist if they are due to treat that person but may not leave the premises.

My Insurance Company (Balens) request that I keep a record of my customer's data and registrations for seven years after your last treatment with me:

The records shall be kept for at least 7 years following the last occasion on which treatment was given. In the case of treatment to minors, it is advisable that records should be kept for at least 7 years after they reach the age of majority (18).

Record Keeping - Condition 14 c, on page 35

If you wish to alter any of your data, review how it is used or wish to request its return to you, please contact Steven Sheppard (shepsportsmassage@gmail.com / 07747 011 537)

You may, of course, decline to submit personally identifiable information to Shep Sports Massage, in which case Shep Sports Massage may not be able to provide certain services to you.

How I use your Contact Information

When booking - either online, or on paper, you will be asked to sign a disclaimer. In doing so you are agreeing to your email and phone number being used by to inform you of appointment changes or service updates directly relating to the service you have booked.

You may, of course, decline to submit your email and phone number to Shep Sports Massage, which in some cases may mean that Shep Sports Massage is not be able to provide certain services to you. If you do not wish to submit your email, and therefore are unable to book online, you can book your treatment by contacting me on 07747 011 537.

Shep Sports Massage Mailing List

Direct marketing emails informing you of new, future or alternative services I am providing are sent through a secure permission-based email system called MailChimp (see their Privacy Policy at www.mailchimp.com). When you purchase a service from me you will be invited on the registration form to join my MailChimp email list. Subsequently subscription preferences may be changed by you at any time.

Phone Numbers

I may, from time to time, use your phone number to contact you about changes to your appointment or to inform you if a timeslot has become available. I will only do this if you have requested an appointment, asked for advice or asked me directly to contact you. If you do not wish me to contact you in this way, please inform me in person or by emailing shepsportsmassage@gmail.com.

Notifying you of Changes to this Notice

If there is a change to Shep Sports Massage privacy notices or how we use your data we shall contact you via email notice, written or hard copy notice, or through conspicuous posting of the notice on my social media channels and via the Website. I reserve the right to determine the form and means of providing notifications to you, and you may have opted out of certain means of notification as described in this Privacy Notice.

Links to Other Web Sites

Shep Sports Massage is not responsible for the practices employed by websites linked to or from Shep Sports Massage, nor the information or content contained in them. Please remember that when you use a link to go from Shep Sports Massage to another website, our Privacy Notice is no longer in effect. Your browsing and interaction on any other website, including those that have a link on our website, is subject to that website's own rules and policies. Please read over those rules and policies before proceeding.

Changes to Our Privacy Notice

Shep Sports Massage may update this Privacy Notice from time to time, and so you should review this Notice periodically. When we change the notice in a material way, we will update the 'last modified' date at the top of this Privacy Notice. Changes to this Privacy Notice are effective when they are posted on this page. If you have any questions about this Privacy Notice, the practices of

this site, or your dealings with this website, please contact Steven Sheppard at shepsportsmassage@gmail.com or [07747 011537](tel:07747011537)

If at any time you feel that there is an issue with the way Shep Sports Massage handles your data then you can [contact the ICO \(Information Commissioner's Office\)](#).

Your Rights

Data Protection Law means that you have extensive rights regarding the collection, storage and use of your data.

Under the GDPR (General Data Protection Regulation) you have the following rights as an individual regarding your data:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

If you would like to find out more about these rights, or if you would like to report a breach of them then you can contact the ICO (Information Commissioners Office)

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

or call their helpline on **0303 123 1113**

Further contact details for the ICO can be found here: <https://ico.org.uk/global/contact-us/helpline/>