

Privacy Policy for SS Health & Performance

Introduction

At SS Health & Performance, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you visit our clinic or use our services. We comply with the General Data Protection Regulation (GDPR) and other relevant UK data protection laws.

1. Information We Collect

We may collect and process the following information:

- Personal Information: Name, address, phone number, email address, date of birth.
- Health Information: Medical history, current medications, known allergies, and details of your physical condition relevant to providing sports massage therapy.
- Payment Information: Bank account details, credit or debit card information.
- Usage Information: Information about how you use our services and website, including appointment history and preferences.

2. How We Use Your Information

We use your information to:

- Provide and manage sports massage services.
- Communicate with you regarding appointments, services, and promotions.
- Maintain accurate health records to ensure safe and effective treatment.
- Process payments for services rendered.
- Improve our services and customer experience.
- Comply with legal obligations and regulatory requirements.

3. Legal Basis for Processing Your Information

We rely on the following legal bases for processing your personal data:

- Consent: When you provide explicit consent for us to process your health information.
- Contractual Necessity: To fulfil our contractual obligations in providing sports massage services.
- Legal Obligations: To comply with legal and regulatory requirements.
- Legitimate Interests: To manage and improve our business operations, provided these interests do not override your privacy rights.



4. Data Sharing and Disclosure

We do not sell, trade, or otherwise transfer your personal information to third parties without your consent, except in the following circumstances:

- Service Providers: We may share your information with trusted third parties who assist us in operating our business, such as payment processors and IT service providers.
- Legal Requirements: We may disclose your information if required by law or in response to valid legal requests by public authorities.
- Business Transfers: In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new owner.

5. Data Security

We take appropriate measures to ensure the security of your personal information, including:

- Implementing technical and organizational safeguards to protect against unauthorized access, loss, or destruction of data.
- Regularly reviewing and updating our security practices.
- Ensuring that our service providers adhere to strict data protection standards.

6. Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements. Health records are typically retained for a minimum of 8 years from the date of your last treatment, in accordance with UK healthcare regulations.

7. Your Rights

You have the following rights regarding your personal information:

- Access: Request access to the personal information we hold about you.
- Rectification: Request correction of inaccurate or incomplete information.
- Erasure: Request deletion of your personal information, subject to certain conditions.
- Restriction: Request restriction of processing your personal information.
- Portability: Request transfer of your personal information to another service provider.
- Objection: Object to the processing of your personal information based on legitimate interests.
- Withdraw Consent: Withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.





To exercise any of these rights, please contact us using the contact details provided below.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and where appropriate, notified to you by email. We encourage you to review this policy periodically to stay informed about how we protect your information.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

SS Health & Performance
C/O The Gaia Centre
17 Frederick Street
Loughborough

07895084701

sshealthperformance@gmail.com

www.sshealthperformance.com

We are committed to resolving any complaints about our collection or use of your personal information. If you feel that your privacy has been breached, please contact us immediately.

