



Privacy Policy

Introduction

Your privacy is very important to Aromatherapy Lane. If you have any requests concerning your personal information or any queries please contact me by e-mail at aromatherapylane@gmail.com.

What information I gather

The following information may be gathered:

- Name
- Contact information including email address
- Medical history and lifestyle information

How your information is used

I use your information to help me understand your needs, and in particular for the following reasons:

- To improve the services I provide
- To send you newsletters from time to time
- To contact you in response to a specific enquiry
- To notify you about any changes to services
- From time to time, I may contact you for market research purposes

How long I keep your information

I am required under my insurance policy to keep your personal information securely and in strict confidence for a minimum of 7 years after your last appointment. After which time, your information will be destroyed.

Data Security

I take all reasonable steps to protect your personal information. I have put in place procedures and security features to keep your information secure.

Disclosure of your information

I will not pass your information to any third party except:

If I am legally required to disclose information by

- The police
- Any regulatory or government authority
- A court of law

I will inform you of any such order or request for disclosure as soon as reasonably practicable after I receive it, unless I am prohibited by law from doing so or it is not reasonably practical to do so.

Market Research

For market research purposes, your personal information will be anonymized.

Accessing your Records

You have the right to inspect the information I hold about you and ask me not to use any of the information I collect. If you would like to check the information I hold about you, please email aromatherapylane@gmail.com to request a Subject Access Right (SAR). I will respond to your request for an SAR within 30 days.

Complaints

If you have a complaint, please email me in the first instance.

You have a right to complain to the Information Commissioner's Office (ICO)
www.ico.org.uk.

Changes to Privacy Policy

The contents of this Privacy Policy may change from time to time. The updated policy will be available on the website www.aromatherapylane.co.uk