



# *Privacy Policy*



## **Effective Date: 09/01/2025**

At Moon Awakening, we are committed to protecting and respecting your privacy. This Privacy Policy acknowledges how we collect, use, disclose, and safeguard your information when you visit our website and use our services. We adhere to the principles of the UK General Data Protection Regulation (GDPR) and other applicable data protection laws.

By using our services or interacting with our website, you agree to the collection and use of information as described in this Privacy Policy.

### **What Information Do We Collect?**

We may collect the following types of personal information:

- **Personal Identification Information:** Name, email address, phone number, and mailing address.
- **Health Information:** For booking appointments, we may collect health-related information such as medical concerns or other relevant health data (with your consent).
- **Payment Information:** Payment details required for the processing of your transactions.
- **Website Usage Data:** IP address, browser type, and usage data, including browsing patterns on our website.

### **How We Collect Your Information?**

We collect personal data through the following channels:

- **Online Booking System:** When you book an appointment via our website, we ask for your contact and health details to ensure your treatment is safe and tailored to your needs.
- **Payment Transactions:** When you make a payment for our services, your financial information is processed securely through third-party payment providers.
- **Cookies:** We use cookies on our website to enhance your browsing experience and analyse website usage. You can manage cookie preferences through your browser settings.

### **How We Use Your Information**

We use the personal data we collect for the following purposes:

- To provide and manage your treatments, including booking appointments and ensuring a safe experience.
- To communicate with you, including sending appointment confirmations and reminders.
- To process payments and handle transactions securely.
- To comply with legal obligations, such as tax or regulatory requirements.



## Sharing Your Information

We do not sell or rent your personal data to third parties. However, we may share your data in the following circumstances:

- **Service Providers:** We may share your data with third-party service providers (e.g., payment processors) who help us deliver services to you. These third parties are required to keep your data confidential.
- **Legal Compliance:** If required by law, we may share your information with regulatory authorities or other government entities.

## Data Security

We take the protection of your data seriously. We implement appropriate technical measures to safeguard your personal information. However, please note that no method of data transmission over the internet or electronic storage is completely secure.

## Your Rights

Under the GDPR, you have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request correction of any inaccurate or incomplete information.
- **Right to Erasure:** You can request that we delete your personal data, subject to certain exceptions.
- **Right to Restrict Processing:** You can ask us to limit the use of your personal data in certain situations.
- **Right to Object:** You can object to the processing of your personal data for direct marketing purposes.
- **Right to Data Portability:** You can request your personal data in a structured, commonly used, and machine-readable format.

If you wish to exercise any of these rights, please contact us at the details provided below.

## Retention of Your Data

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. If you request the deletion of your data, we will comply unless we are required to retain it for legal or contractual reasons.

## Third-Party Links

Our website may contain links to other websites that are not operated by us. We are not responsible for the privacy practices of third-party websites. We encourage you to review the privacy policies of any third-party websites you visit.



### **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the new Privacy Policy on our website.

### **Contact Us**

If you have any questions about this Privacy Policy or wish to exercise any of your rights regarding your personal data, please contact us:

Email: [moonawakeningmassage@gmail.com](mailto:moonawakeningmassage@gmail.com)

Phone: 07398 521754