



# PRIVACY POLICY

## **WHY DO WE NEED YOUR DETAILS:**

We require your information to ensure that it is safe for us to carry out your treatment(s) you require and also ensure that we are working in adherence to our insurance policies.

Our lawful basis for processing this personal information is 'contract', this means that we have a legal reason to ask you for your data because we need it for contractual reasons.

For us to fulfil our part of the contract (carry out treatment), You must fulfil your part of the contract (share your personal information).

You do not have to share your personal data with us, but if you do not, we cannot offer you any treatments. You have the right to withdraw or change your personal data at any time, please contact [cryotherapyandco@hotmail.com](mailto:cryotherapyandco@hotmail.com) to do this. If you are under 18 years old, written consent will be needed from a parent or guardian to carry out treatments. We do not use or sell any information or data you provide through the website. Your personal information is only used within Cryotherapy and Co. We do not use your data or cookies when you visit the website.

## **HOW LONG WILL WE KEEP YOUR INFORMATION?:**

Your information will be stored for 7 years after the date of your last treatment, or for 7 years after you have reached 18 years old if you are/were under 18 when your treatment took place

## **MARKETING:**

With the information you have given, we may send you details on any offers, products, or services that we provide. Please be aware you do not need to agree to this for your treatment to commence.

You can withdraw your consent at any time by email, please follow our contact details below. Under 18's will not be sent any marketing.

## **CONTACT:**

We will only use the following methods of contact: Instagram, Email and Text/Whatsapp

## **PHOTOGRAPHY:**

Please inform us if you DO/DO NOT give your permission for any photos being taken before/during/after your treatment for social media purposes including Instagram, my website and Pinterest. Photos of under 18's will not be taken or used.

## **COMPLAINTS PROCEDURE:**

At Cryotherapy and Co. we endeavour to treat all clients appropriately and fairly. If, however you are unhappy with a treatment or service you are entitled to make a complaint. If you do not make us aware on the day of the complaint you may be required to attend additional appointments to resolve the issue up to 10 days or provide evidence. We will not refund payments for treatments without following our complaints procedure. We require notice of a complaint with pictures via email within 24 hours of your visit/treatment.

**WE WILL NOT SHARE YOUR INFORMATION WITH ANYONE OUTSIDE OF THE BUSINESS UNLESS YOU GIVE YOUR PERMISSION TO DO SO.**