



OLIVE TREE HOLISTIC THERAPIES

OUR PRIVACY NOTE

Please take the time to read through this information carefully.

Olive Tree Holistic Therapies respects and protects your privacy. This notice sets out the different areas where user privacy is concerned and outlines the obligations and requirements of the users, the website at www.olivetreetherapies.com and the us, website owners. Furthermore, the way we use, store and protect any personal data we collect from you, or that you provide to us, will also be detailed within this notice.

THE INFORMATION WE COLLECT

When you book an appointment we collect personal details such as your name, email and telephone. This information is used to identify you and contact you about the appointments and services you have booked.

To provide a safe and effective massage treatment we also need to collect information such as your medical background and lifestyle choices. We do this via the consultation form, hosted by Google and can be accessed [here](#). The information collected in this form is only used to make sure your treatment is as effective as possible.

Whilst you use the website we also receive information about your computer such as your IP address, operating system and browser details. This information helps us provide a better website experience for you.

When you buy a gift voucher we collect personal details such as your name, email, recipient's name and possibly a postal address. This information is used to identify you and provide the service you have requested.

CONSENT

When you provide us with your personal information in the course of booking an appointment, completing your consultation form, making a payment or contacting us about our services, you are giving your consent to us collecting that information and using it for that specific reason.

We will not use your personal information for any secondary reason, like marketing, unless you've given us consent to do so.

How do I withdraw my consent?

For the purpose of legal protection we are required to hold the personal information you have given to us in the consultation form, as well as notes about treatments provided to you for a period of five years.

Five years after your last treatment we will permanently delete all your personal information that we hold.

If you withdraw your consent during the five year retention period, we will archive your data until the five year period expires.

Whilst your information is archived, we will not access or process it in any way except if needed for legal protection or if I'm required to do so by law.

Should you wish to withdraw your consent at any time please email olivetreetherapies@gmail.com with your request.

How can I access, update or amend my personal information?

You have the right to review the personal information we store about you and your massage sessions at any time. These will be sent by email, in a Microsoft Word password protected document attachment. You also have the right to request we update or amend your data if it is incorrect.

To action any of these rights at any time please email olivetreetherapies@gmail.com with your request.

DISCLOSURE

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

DATA HANDLING & STORAGE

Your data is stored through Google and Trello using their data storage facilities and databases, on secure servers which are always encrypted when in storage and whilst being transmitted across the internet.

PAYMENT

If you choose to pay for your massage with a debit or credit card your information will be passed to our payment processor iZettle for card payments in person.

We never store your credit card details, it is always processed by third-parties. It is encrypted through the Payment Card Industry Security Standard (PCI-DSS).

iZettle adheres to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

In general, the third-party providers we use will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. If you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

As an example, if you are located in the UK and your transaction is processed by a payment gateway located in the United States, then your personal information used to complete that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms & Conditions.

THIRD-PARTY SERVICES

When you click links on our website, they may direct you away from our website. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

LINKS

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you provide your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with a AES-256 encryption. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

SECURITY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If this business is acquired or merged with another business, your information may be transferred to the new owners so that they may continue to provide you with the massage services you have requested.

CHANGES TO THIS PRIVACY POLICY

To request your information is updated, amended or deleted, or if you have any questions about how your information is collected, stored and used, please email olivetreetherapies@gmail.com

QUESTIONS & CONTACT INFORMATION

If, for any reason, you are unhappy with how we are handling your data, please raise your concerns with us first, so that we can seek a resolution. If you are still not satisfied, then you have the right to complain to the Information Commissioner's Office (ICO).

COMPLAINTS

This information is collected by Olive Tree Holistic Therapies in accordance with the guidelines set out in the General Data Protection Regulation (GDPR), Articles 6.1(b), 9.2(h) and 9.3.

Olive Tree Holistic Therapies is registered with the Information Commissioner's Office.
Registration Reference: insert here

Olive Tree Holistic Therapies will never lease, distribute or sell your personal information to any third parties.

LEGAL BASIS FOR STORING DATA

CONTACT

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