

Forest Glade Massage Therapy's Privacy Policy

Our contact details

Name: Forest Glade Massage Therapy

Address: 32 Hillcrest Rise, Cookridge, Leeds, LS16 7DL

Phone Number: 07804584806

E-mail:lynsey@forestglademassage.co.uk

Date Privacy Policy completed: 03/05/2024

The type of personal information we collect

We currently collect and process the following information:

- Any information you enter on the website including:
- Personal identifiers, contacts and characteristics (name and contact details – email address, phone number and address)
- Customer financial information (through third-party direct payment gateways)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Contact details via the Subscribers form on the website.
- When you conduct a transaction on our website, as part of the process of booking an appointment, or purchasing a gift voucher, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated below only.

We use the information that you have given us in order to provide and operate our Services, by enabling us to contact you to arrange an appointment or delivery / collection of a gift voucher. We ask for your address to judge if the mobile service is possible.

How we communicate with you

We may contact you to notify you regarding your appointment, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as

otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

Your consent. You are able to remove your consent at any time. You can do this by contacting us at lynsey@forestglademassage.co.uk

How we store your personal information

Your information is securely stored at Wix.com

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere 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. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at email@forestglademassage.co.uk if you wish to make a request.

Use of Cookies

Wix uses cookies for important reasons, such as:

To provide a great experience for your visitors and customers.

To identify your registered members (users who registered to your site).

To monitor and analyze the performance, operation and effectiveness of Wix's platform.

To ensure our platform is secure and safe to use.

These are the cookies Wix uses.

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	2 years	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.sessionId	Used for stability/effectiveness measurement	12 months	Essential
wixLanguage	Used on multilingual websites to save user language preference	12 months	Functional

The following link explains more about cookies: [All About Cookies](#).

The following links explain how to access cookie settings in various browsers:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Forest Glade Massage Therapy. The address is

32 Hillcrest Rise
Cookridge
Leeds
LS16 7DL

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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 use and/or disclose it.

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at email@forestglademassage.co.uk or send us mail to: 32 Hillcrest Rise, Cookridge, Leeds, LS16 7DL.