

# PRIVACY POLICY

Last Updated: 2026

## Introduction

Crawley Reiki ("we", "us", "our") is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, book an appointment, attend a treatment session, subscribe to communications, or otherwise interact with our business.

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

## Who We Are

Crawley Reiki

Telephone: 07927 449820

Email: [jo@crawleyreiki.co.uk](mailto:jo@crawleyreiki.co.uk)

Location: Crawley, West Sussex

Opening Hours: 8:00 AM to 5:00 PM

For the purposes of data protection legislation, Crawley Reiki is the Data Controller responsible for your personal information.

## Information We Collect

Depending on how you interact with us, we may collect the following information:

- Name
- Postal address

- Email address
- Telephone number
- Appointment and booking details
- Information submitted through website contact forms
- Communications sent by email, telephone, text message or social media
- Payment information where applicable
- Marketing preferences
- Website usage information
- IP address and browser information

Where you voluntarily provide it, we may also collect limited health related information that is relevant to providing Reiki treatments safely and effectively. This may include information disclosed during consultations, intake forms or treatment discussions.

### **How We Collect Information**

We collect information when you:

- Contact us through our website
- Submit an enquiry
- Book an appointment
- Complete consultation or client intake forms
- Attend treatment sessions
- Subscribe to newsletters or marketing communications
- Communicate with us by email, telephone, text message or social media
- Visit our website

How We Use Your Information

**We may use your personal information to:**

- Respond to enquiries
- Arrange and manage appointments
- Provide Reiki treatments and related services
- Maintain client records
- Communicate regarding appointments and services
- Process payments
- Improve our services and customer experience
- Meet legal, insurance and regulatory obligations
- Prevent fraud and misuse of our services
- Send marketing communications where permitted by law

Lawful Basis For Processing

We process personal information under one or more of the following lawful bases:

- Consent
- Performance of a contract
- Compliance with a legal obligation
- Legitimate business interests

Where health related information is provided, we process such information only where necessary and in accordance with applicable data protection legislation.

Marketing Communications

Where you have provided consent, we may send information regarding our services, special offers, updates and wellness related content.

You may withdraw your consent at any time by contacting us directly or by using the unsubscribe link included in marketing emails.

## **Sharing Your Information**

We do not sell, rent or trade personal information.

We may share information with:

- Professional advisers
- Accountants and legal advisers
- Website hosting providers
- IT support providers
- Payment processing providers
- Insurance providers where required
- Government, regulatory or law enforcement authorities where legally required

Any third parties with whom we share information are required to keep your information secure and only use it for lawful purposes.

## **Data Security**

We take appropriate technical and organisational measures to protect personal information from unauthorised access, misuse, disclosure, alteration or destruction.

While we take reasonable steps to protect your information, no method of transmission over the internet can be guaranteed to be completely secure.

## **Data Retention**

Client treatment records may be retained for up to 7 years following your last appointment.

Enquiry form submissions may be retained for up to 24 months.

Financial records may be retained for up to 7 years in accordance with HMRC requirements.

Marketing consent records may be retained for as long as necessary to demonstrate compliance with applicable legislation.

Once information is no longer required, it will be securely deleted or destroyed.

## **Your Rights**

Under UK data protection legislation, you may have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information
- Restrict the processing of your information
- Object to certain processing activities
- Request transfer of your information where applicable
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us using the details provided in this Privacy Policy

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## **Cookies**

Our website may use cookies and similar technologies to improve functionality, analyse website performance and enhance user experience.

Where required, a cookie consent banner will allow you to manage your cookie preferences when visiting our website.

You can also manage cookie settings through your web browser.

## Data Protection Complaints Procedure

If you have concerns regarding how Crawley Reiki has handled your personal information, you have the right to make a complaint directly to us.

Email: [jo@crawleyreiki.co.uk](mailto:jo@crawleyreiki.co.uk)

Telephone: 07927 449820

Location: Crawley, West Sussex

**Upon receiving a complaint, we will:**

- Acknowledge receipt of your complaint within 30 days
- Investigate the matter without undue delay
- Request additional information where necessary
- Keep records of the complaint and any actions taken
- Inform you of the outcome as soon as reasonably possible

**Right To Escalate A Complaint**

If you remain dissatisfied following our response, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

**Information Commissioner's Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

**Third Party Websites**

Our website may contain links to external websites. We are not responsible for the privacy practices, content or security of third party websites and recommend reviewing their privacy policies separately.

**Changes To This Policy**

We may update this Privacy Policy from time to time to reflect changes in legislation, regulatory guidance or business operations.

Any updates will be published on this page and the revised version will take effect immediately upon publication.

## **Contact Us**

If you have any questions regarding this Privacy Policy or the way your personal information is handled, please contact:

### **Crawley Reiki**

Telephone: 07927 449820

Email: [jo@crawleyreiki.co.uk](mailto:jo@crawleyreiki.co.uk)

Location: Horley, West Sussex