

PRIVACY POLICY

Last Updated: June 2026

Introduction

Crawley Reiki ("we", "us", "our") is committed to protecting your privacy and ensuring that your personal information is handled securely, responsibly, and transparently.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, book appointments, enquire about our services, or otherwise interact with our business.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection legislation.

Who We Are

Crawley Reiki

Location:

Crawley, West Sussex

Telephone:

07927 449820

Email:

jo@crawleyreiki.co.uk

Website:

[Insert Website Address]

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

Information We Collect

We may collect and process the following information:

- Name
- Email address
- Telephone number
- Postal address (where provided)
- Appointment and booking information
- Information provided through contact forms
- Communications sent via email, telephone or social media

- Marketing preferences
- Website usage information
- IP address and browser information
- Any information voluntarily provided during enquiries or consultations

How We Collect Information

We collect information when you:

- Complete a contact form on our website
- Contact us by telephone or email
- Book an appointment
- Enquire about our services
- Subscribe to marketing communications
- Visit and use our website

How We Use Your Information

We may use your information to:

- Respond to enquiries
- Arrange and manage appointments
- Provide Reiki treatments and related services
- Maintain client records
- Improve our services and website
- Meet legal and regulatory obligations
- Prevent fraud or 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:

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

Marketing Communications

Where you have given consent, we may send information about services, promotions, events, wellness information, and business updates.

You can withdraw your consent or unsubscribe from marketing communications at any time by contacting us directly.

Sharing Your Information

We do not sell, rent, or trade your personal information.

We may share information with trusted third parties where necessary, including:

- Website hosting providers
- IT support providers
- Professional advisers
- Payment processors
- Regulatory or government authorities where legally required

All third parties are required to keep your information secure and confidential.

Data Security

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

However, no method of transmission over the internet can be guaranteed to be completely secure.

Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected.

Typical retention periods include:

- Enquiry records: Up to 24 months
- Appointment records: Up to 7 years
- Financial records: Up to 7 years in accordance with HMRC requirements
- Marketing consent records: Until consent is withdrawn

Your Rights

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

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Object to processing
- Request transfer of your data
- Withdraw consent where processing is based on consent

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

Cookies

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

You can manage or disable cookies through your browser settings.

Data Protection Complaints Procedure

If you have concerns regarding how we have handled your personal information, please contact us first so we can investigate and resolve the matter.

Email:

jo@crawleyreiki.co.uk

Telephone:

07927 449820

Location:

Crawley, West Sussex

Upon receiving a complaint, we will:

- Acknowledge receipt within a reasonable timeframe
- Investigate the matter promptly
- Request further information where necessary
- Keep records of the complaint and 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 lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office

Website:

<https://ico.org.uk>

Telephone:

0303 123 1113

Address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow
Cheshire
SK9 5AF

Third Party Websites

Our website may contain links to third party websites. We are not responsible for the privacy practices or content of external 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 will take effect immediately upon publication.

Contact Us

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

Crawley Reiki

Telephone:
07927 449820

Email:
jo@crawleyreiki.co.uk

Location:
Crawley, West Sussex