



## Privacy Policy

Sam Le Compte Massage is registered with the Office of Data Protection Authority in Guernsey and collects, stores and processes personal data in accordance with the current Data Protection (Bailiwick of Guernsey) Law 2017.

I am committed to safeguarding the privacy and protecting the data of my clients. This policy outlines how I will treat your personal information.

### 1. Consent

When you provide your personal information in the course of booking an appointment or contacting me regarding treatments, you are giving me your consent to collect that information and use it for that specific purpose.

### 2. Information collected and its use

The following data will be collected when you book an appointment:

- Full name
- Email address
- Phone number

These data will be used to save your booking, identify you and contact you regarding your appointment.

These data may also be collected during communication prior to booking and will only be used for the purpose of that communication.

At the time of your appointment, you will also need to provide the following data on your consultation form:

- Address
- Occupation
- Date of birth
- Doctor's name and surgery
- Details regarding your health
- Next of kin
- Any other information you chose to disclose

I will also keep treatment and assessment notes which will be stored after each appointment. All information will be used to ensure your treatment is as safe and effective as possible.

The following data will be collected when purchasing a Gift Voucher:

- Full name
- Email address
- Phone number
- Billing address
- Recipient's full name
- Recipient's email address or postal address (optional)

Sam Le Compte Massage does not collect your payment details. Payment is made through Paypal. You can read more about Paypal's data protection and privacy policies [here](#).

Your name and email address will also be collected and stored on Mailchimp when you sign up to receive emails from Sam Le Compte Massage (see further details below).

Your data will be used strictly for the purposes stated, and, unless required to do so by law, will not be shared, sold or distributed without your consent.

### **3. Storage and security of your personal data**

Client information is stored securely in a locked filing cabinet, which only I have access to, in my treatment room, which is locked when not in use. Keys to this room are possessed only by myself and Styx management. I store email addresses on my phone, which is secured by touch ID.

To protect your personal data, I take reasonable precautions to ensure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. However, data transmission over the internet is inherently insecure, and I cannot guarantee the security of data sent over the internet.

Your data will only be accessed by me, and occasionally if required, by my virtual assistant, who has access to the website.

Appointment booking is provided by Acuity, which is powered by Squarespace. You can read more about Acuity's data protection and privacy policies [here](#). I access Acuity on my phone and personal computer.

Mailing services are provided by Mailchimp, where your name and email address will be stored and used if you have requested or consented to receiving occasional emails from Sam Le Compte Massage. You can read more about Mailchimp's data security and privacy [here](#). I access Mailchimp from my personal computer.

I am required to store your information for a period of seven years after your last treatment for legal protection and insurance purposes. To withdraw your consent to the storage and use of your personal data during the seven year retention period, see clause 4 below.

#### **4. Accessing, updating or destroying information**

Upon request, I can disclose to you the information I hold about you. Please contact me if your personal information needs to be corrected or updated.

For insurance and legal protection purposes, I am required to hold all personal information collected during the course of your treatments for a minimum of seven years. All your personal data will be permanently deleted seven years after your last appointment.

You can withdraw your consent to the storage and use of your personal data during the seven year retention period. If you do so, your data will be archived and will not be accessed until the end of the seven year retention period, unless required to do so by law or for legal protection.

#### **5. Changes to policy**

I reserve the right to modify this privacy policy at any time, so please review it frequently.

#### **6. Contact**

If you have any questions about this privacy policy or the use of your personal data, email me at [sam@samlecompte.com](mailto:sam@samlecompte.com) or contact me [here](#).