

Moray Movement Privacy Policy

Our contact details

Name: Moray Movement

Address: 24 Fife Avenue, Keith, Moray, AB55 5FY

Phone Number: 07342822259

E-mail: moraymovement@gmail.com

Date completed and last updated: 13/3/2023

This privacy for Moray Movement, describes how and why we might collect, store, use and/or share your information when you use our services, such as when you:

- Visit our website at www.moraymovement.com
- Through social media, including Instagram and Facebook (@MorayMovement)
- Visit the clinic, at 24 Fife Avenue, Keith, AB55 5FY
- Engage with Moray Movement in other related ways, including any sales, marketing, treatment, sessions, or events

Questions or concerns? Reading this privacy notice will help you understand your privacy rights and choices. If you have any questions or concerns, please contact us at moraymovement@gmail.com

The type of personal information we collect

We may ask to collect and process the following information:

- Personal information that we ask for and you voluntarily provide to us
- Personal identifies, including, name, phone number, email address, mailing address
- Job title
- Contact preferences
- Next of Kin / Emergency contact details
- Billing address
- Debit/credit card information used for payment
- Health data. All new and current clients are required to fill in a new client form, which includes questions about your past and current health

Personal information: The above personal information that you provide us with will be stored on the platform 'Cliniko'. A client profile will be created with the information you provide us, and will be updates each time you attend a treatment or session. You can find their privacy notice link here:

www.cliniko.com/policies/privacy/

Payment Data: We may collect data necessary to process your payment if you make a purchase of our service, such as your card number and security code associated with your payment card. All payment data is processed on the platform 'Cliniko'. You may find their privacy policy link here:

www.cliniko.com/policies/privacy/.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

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:

- To deliver and facilitate delivery of services to the user in a safe manner, such as a massage, personal training session, or rehabilitation session

We only process your personal information when we believe it is necessary to fulfil the services that you have booked in for

We use the information that you have given us in order to:

- To create a profile for each user, allowing Moray Movement to track the progress of the client over time

We will not pass your personal information on to any third party.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting moraymovement@gmail.com
- We have a legal obligation.

How we store your personal information

Your information is securely stored.

We keep your personal information for as long as reasonably necessary and legally justifiable.

We will keep your client profile and any information saved in it for as long as you are a client with Moray Movement.

If you do not attend a Moray Movement session for 2 years, we'll delete your individual client profile, and all the information associate with it.

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 moraymovement@gmail.com, 07342822259, or 24 Fife Avenue, Keith, Moray, AB55 5FY you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at moraymovement@gmail.com, or 07342822259.

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>