



SOUNDScape SANCTUARY

SOUNDScape SANCTUARY LTD – CUSTOMER PRIVACY NOTICE

THIS PRIVACY NOTICE EXPLAINS WHAT PERSONAL INFORMATION WE COLLECT, WHY WE COLLECT IT, HOW WE USE IT, AND YOUR RIGHTS UNDER DATA PROTECTION LAW.

1. CONTACT DETAILS

EMAIL: INFO@SOUNDSAPESANCTUARY.CO.UK

2. WHAT INFORMATION WE COLLECT AND WHY

WE COLLECT AND USE THE FOLLOWING CATEGORIES OF PERSONAL INFORMATION:

A) TO PROVIDE OUR SERVICES AND GOODS (INCLUDING DELIVERY):

- NAMES AND CONTACT DETAILS
- ADDRESSES
- DATE OF BIRTH
- PURCHASE OR ACCOUNT HISTORY
- PAYMENT DETAILS (INCLUDING CARD OR BANK INFORMATION FOR TRANSFERS AND DIRECT DEBITS)
- HEALTH INFORMATION (INCLUDING DIETARY REQUIREMENTS, ALLERGIES, AND MEDICAL CONDITIONS)
- HEALTH AND SAFETY INFORMATION
- WEBSITE USAGE DATA
- COMPLIMENTS, COMPLAINTS OR FEEDBACK

B) TO MANAGE CUSTOMER ACCOUNTS AND GUARANTEES:

- NAMES AND CONTACT DETAILS
- ADDRESSES
- PAYMENT DETAILS
- PURCHASE HISTORY
- ACCOUNT AND REGISTRATION DETAILS
- MARKETING PREFERENCES
- RELEVANT HEALTH INFORMATION

C) TO SEND SERVICE UPDATES OR MARKETING COMMUNICATIONS (WHERE CONSENT IS GIVEN):

- NAMES AND CONTACT DETAILS
- MARKETING PREFERENCES

- LOCATION DATA
- RECORDS OF CONSENT

D) TO COMPLY WITH LEGAL OBLIGATIONS:

- NAMES AND CONTACT DETAILS
- HEALTH AND SAFETY INFORMATION
- RELEVANT HEALTH INFORMATION (FOR SAFEGUARDING OR EMERGENCY REASONS)

3. LAWFUL BASES FOR PROCESSING

WE RELY ON THE FOLLOWING LAWFUL BASES UNDER THE UK GDPR:

A) TO PROVIDE SERVICES AND GOODS:

- CONSENT
- CONTRACT
- VITAL INTERESTS (E.G. MEDICAL EMERGENCIES)
- LEGITIMATE INTEREST:
 - WE MAY COLLECT HEALTH INFORMATION TO ENSURE IT IS SAFE FOR CLIENTS TO ATTEND OUR SOUND BATH ON WATER SESSIONS. THIS HELPS US IDENTIFY ANY CONTRAINDICATIONS AND REDUCE THE RISK OF HARM.

B) TO OPERATE CUSTOMER ACCOUNTS AND GUARANTEES:

- CONSENT
- CONTRACT
- LEGITIMATE INTEREST

C) FOR MARKETING COMMUNICATIONS:

- CONSENT

D) TO COMPLY WITH LEGAL OBLIGATIONS:

- LEGAL OBLIGATION
- LEGITIMATE INTEREST
- VITAL INTERESTS

WE DO NOT RELY ON CONSENT WHERE LEGAL OBLIGATION APPLIES (E.G. HEALTH AND SAFETY REPORTING).

4. WHERE WE GET YOUR INFORMATION

- DIRECTLY FROM YOU (E.G. REGISTRATION FORMS, WEBSITE FORMS, EMAIL, BOOKINGS)
- THROUGH OUR WEBSITE

5. HOW LONG WE KEEP YOUR INFORMATION

WE RETAIN YOUR PERSONAL INFORMATION FOR A MAXIMUM OF SIX YEARS, UNLESS:

- THE LAW REQUIRES US TO KEEP IT LONGER
- YOU REQUEST EARLIER DELETION (SUBJECT TO LEGAL ALLOWANCES)

6. WHO WE SHARE INFORMATION WITH

WE MAY SHARE PERSONAL INFORMATION WITH:

- EMERGENCY SERVICES (IN THE EVENT OF A MEDICAL OR SAFETY INCIDENT)

- SAFEGUARDING AUTHORITIES (WHERE NECESSARY)
- REGULATORS OR AUTHORITIES WE ARE LEGALLY REQUIRED TO REPORT TO
- PAYMENT PROCESSORS OR IT SERVICE PROVIDERS (ONLY WHERE NECESSARY AND UNDER CONTRACT)

WE DO NOT SELL YOUR PERSONAL DATA OR SHARE IT FOR UNRELATED THIRD-PARTY MARKETING.

7. YOUR DATA PROTECTION RIGHTS

UNDER DATA PROTECTION LAW, YOU HAVE THE FOLLOWING RIGHTS:

- RIGHT OF ACCESS: ASK US FOR COPIES OF YOUR PERSONAL DATA.
- RIGHT TO RECTIFICATION: ASK US TO CORRECT INACCURATE OR INCOMPLETE INFORMATION.
- RIGHT TO ERASURE: ASK US TO DELETE YOUR DATA IN CERTAIN CIRCUMSTANCES.
- RIGHT TO RESTRICT PROCESSING: REQUEST LIMITED USE OF YOUR DATA IN SPECIFIC SITUATIONS.
- RIGHT TO OBJECT TO PROCESSING: OBJECT TO OUR PROCESSING WHERE LEGALLY ALLOWED.
- RIGHT TO DATA PORTABILITY: ASK US TO TRANSFER YOUR DATA TO ANOTHER ORGANISATION.
- RIGHT TO WITHDRAW CONSENT: WHERE CONSENT IS THE LAWFUL BASIS, YOU MAY WITHDRAW IT AT ANY TIME.

YOU DO NOT USUALLY HAVE TO PAY A FEE TO EXERCISE YOUR RIGHTS. WE AIM TO RESPOND WITHIN ONE CALENDAR MONTH.

TO MAKE A REQUEST, PLEASE CONTACT US USING THE DETAILS AT THE TOP OF THIS NOTICE.

8. HOW TO COMPLAIN

IF YOU ARE UNHAPPY WITH HOW WE HAVE USED YOUR PERSONAL DATA, PLEASE CONTACT US FIRST AT INFO@SOUNDSCAPESANCTUARY.CO.UK.

IF YOU REMAIN DISSATISFIED, YOU CAN CONTACT THE UK INFORMATION COMMISSIONER'S OFFICE (ICO):

ICO CONTACT DETAILS:

INFORMATION COMMISSIONER'S OFFICE

WYCLIFFE HOUSE, WATER LANE, WILMSLOW, CHESHIRE, SK9 5AF

HELPLINE: 0303 123 1113

WEBSITE: [HTTPS://WWW.ICO.ORG.UK/MAKE-A-COMPLAINT](https://www.ico.org.uk/make-a-complaint)

9. COOKIES AND WEBSITE Use

WE USE COOKIES TO ENHANCE YOUR BROWSING EXPERIENCE AND COLLECT WEBSITE ANALYTICS. YOU CAN MANAGE YOUR PREFERENCES THROUGH COOKIE CONSENT.