

Privacy Policy

Last updated: August 2026

Heart and Soul Reflexology respects your privacy and is committed to keeping your personal information safe.

This Privacy Policy explains what personal information I collect, why I collect it, how I use and protect it, who I may share it with and how long I keep it.

It also explains your rights in relation to your personal information.

1. Who I am

Heart and Soul Reflexology is a sole trader business operated by **Lily Belcher**.

For the purposes of UK data protection law, I am responsible for deciding how and why your personal information is collected and used.

If you have any questions about this Privacy Policy or how your information is handled, please contact me at:

Email: hello@heartandsoulreflexology.co.uk

2. What information I collect

The information I collect depends on how you interact with Heart and Soul Reflexology.

When you book an appointment

Appointments are booked through **Setmore**, which is embedded into this website.

When you make a booking, the following information is collected:

- your full name;
- email address;
- telephone number;
- appointment details;
- confirmation that you understand that Heart and Soul Reflexology is a women's-only service; and
- your address, if you choose to provide it for a home visit.

The address field is optional and is only used where an address is required for a home treatment.

I do not ask you to provide health information through the Setmore booking form.

Before your treatment

Before your first treatment, I will ask you to complete a consultation form.

This may include information such as:

- current or previous health conditions;
- medication;
- allergies;
- injuries or surgery;
- pregnancy;
- general health and wellbeing;
- relevant lifestyle information; and
- any other information that is reasonably necessary to provide you with a safe and appropriate reflexology treatment.

Some of this information is considered **special category health data** under UK data protection law and is therefore subject to additional protection.

You can complete the consultation form electronically before your appointment.

If you have not completed it beforehand, I can complete a paper version with you when you arrive.

3. How I use your information

I use your personal information where necessary to:

- respond to enquiries;
- arrange and manage appointments;
- communicate with you about your appointment;
- provide reflexology treatments safely and appropriately;
- assess relevant information before and during treatment;
- maintain appropriate client and treatment records;
- keep your records accurate and up to date;
- process payments;
- manage cancellations and changes to appointments;
- meet my professional, legal and insurance obligations;
- deal with complaints, disputes or claims; and

- comply with legal obligations or lawful requests from authorities.

I will only collect and use information that is relevant and necessary for these purposes.

4. Lawful basis for using your information

UK data protection law requires me to have a lawful basis for collecting and using personal information.

Depending on the circumstances, I rely on the following lawful bases:

Contract

I may use your personal information where this is necessary to arrange and provide the reflexology service you have requested, including managing your appointment.

Legal obligation

I may process information where I am legally required to do so.

Legitimate interests

I may process certain information where it is necessary for the legitimate operation and administration of my business, provided that this does not override your rights and interests.

Consent

Where I rely on your consent, I will ask you to provide it clearly and separately.

You can withdraw consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before you withdrew it.

5. Health information

Information about your health is considered **special category data** under UK data protection law.

I collect relevant health information because it is necessary to assess whether reflexology is appropriate for you and to provide treatments safely and responsibly.

Where I process health information on the basis of your explicit consent, this will be requested separately as part of the consultation process.

I will only collect health information that is relevant to your treatment.

Health information will not be used for marketing purposes.

Your consultation and treatment information will be kept confidential and will only be accessed by me unless I am legally required or otherwise permitted to disclose it.

6. Who I share your information with

I do not sell or rent your personal information.

I use a small number of third-party services to help me operate Heart and Soul Reflexology.

Setmore

I use **Setmore** to manage appointments and bookings.

Information entered into the booking system, such as your name, contact details and appointment information, is processed through Setmore in accordance with its own privacy policy and applicable data protection arrangements.

Setmore is based in the United States and may process personal information internationally. Setmore provides information about its GDPR arrangements and Data Processing Addendum on its website.

Google

I use Google services for business email and secure digital storage of client records.

Where consultation or treatment records are stored digitally, they are stored in my Google Drive account.

Google operates its own privacy and security arrangements and may process information on servers outside the UK. Google states that it uses recognised data-transfer mechanisms where required under applicable data protection law.

PayPal

Where you choose to pay through PayPal, your payment information is processed by PayPal.

PayPal is an independent data controller in relation to the payment information it processes and handles that information in accordance with its own privacy statement.

I do not have access to your full payment card details through PayPal.

Other disclosures

I will not normally share your personal or health information with other people or organisations.

I may disclose information where this is necessary or legally required, for example:

- where there is a safeguarding concern;
- where I believe disclosure is necessary to protect someone's safety;
- where required by a court or other lawful authority;
- where necessary to comply with a legal obligation; or

- where necessary in connection with a legitimate insurance, legal or regulatory matter.

Where possible and appropriate, I will tell you before information is disclosed.

7. Storing and protecting your information

Digital consultation and treatment records are stored securely in Google Drive.

I use security measures including a strong password and two-step verification on my Google account.

Access to client records is restricted to me.

Where a paper consultation form is completed, I will transfer the relevant information to the appropriate digital client record.

Once I have checked that the information has been securely uploaded and is complete, the paper form will be securely destroyed.

I take reasonable steps to protect personal information against loss, accidental destruction, unauthorised access or misuse.

8. How long I keep your information

I will not keep your personal information for longer than is necessary.

Client consultation and treatment records will normally be retained for **at least seven years from the date of your last treatment**, in accordance with the professional requirements applicable to my practice.

Where a client was under 18, records will be retained until the client reaches the age of 25.

After the relevant retention period, records will be securely deleted or destroyed unless there is a legitimate reason for retaining them for longer, such as an ongoing complaint, legal matter, insurance claim or other legal requirement.

Booking and administrative information may be retained for as long as reasonably necessary for business administration, accounting, legal or dispute-resolution purposes.

9. Confidentiality

I understand that the information you provide may be personal and sensitive.

I will treat your personal and health information confidentially.

I will not discuss your personal or health information with other people unless:

- you have given appropriate permission;
- disclosure is necessary to protect someone's safety;

- there is a safeguarding concern;
- I am legally required to disclose it; or
- disclosure is otherwise permitted or required by law.

10. Google reviews

Heart and Soul Reflexology may display reviews that clients have independently posted through their own Google account.

I do not create or alter these reviews.

Google operates its own privacy policies in relation to information submitted to and displayed through its services.

11. Your data protection rights

Under UK data protection law, you have a number of rights in relation to your personal information.

Depending on the circumstances, these include the right to:

- ask for a copy of the personal information I hold about you;
- ask me to correct inaccurate or incomplete information;
- ask me to delete your information where there is no longer a lawful reason for me to keep it;
- ask me to restrict how I use your information in certain circumstances;
- object to certain types of processing;
- withdraw consent where I rely on consent as my lawful basis; and
- ask for certain information to be provided to you in a portable format.

These rights are subject to certain legal exceptions, so they may not apply in every situation.

If you would like to exercise any of your rights, please contact:

hello@heartandsoulreflexology.co.uk

I may need to ask you for information to confirm your identity before responding to a request.

12. Keeping your information accurate

I aim to keep the personal information I hold about you accurate and up to date.

Please let me know if your contact details change.

If you are an ongoing client, I may also ask whether there have been any relevant changes to your health or circumstances before providing further treatment.

13. Complaints

If you have any concerns about how I have handled your personal information, please contact me first at:

hello@heartandsoulreflexology.co.uk

I will do my best to resolve your concern.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent data protection regulator.

You can find information about making a complaint on the ICO's website.

14. Changes to this Privacy Policy

I may update this Privacy Policy from time to time to reflect changes to my business, the services I use, the information I collect or changes in data protection law.

The latest version will always be made available on this website.

Last updated: August 2026