



### **Who are we?**

We are Zen Therapy Room – a freelance incall and outcall professional massage therapy service.

### **How can I contact you?**

- We can be contacted via email at [zenthapyroom@outlook.com](mailto:zenthapyroom@outlook.com)
- We can be contacted by phone on 07842 074757
- Our address is Coopers Corner, Ide Hill, Sevenoaks, Kent, TN14 6LB

### **What information do we collect and why?**

Zen Therapy Room may collect certain anonymised and non-anonymised information to provide our services and improve your user experience. This is all carried out with your consent and in line with the GDPR (an EU law which sets out how and why your information can be stored and processed as well as your rights to your own information).

If you book one of our services either online (if available) or via telephone, we may collect and process personally identifiable information to provide you with massage services. This information could be name, address, email address, telephone number etc. This information is used to facilitate the delivery of the service you have requested.

We may also use, with your consent, personal information to provide personally tailored marketing material by text message or email. You will always have the option to opt out of these communications should you wish.

If you choose to register a payment method (when available) with us, we may also give you the option to store this information securely for ease of future bookings. This information may also be used to process any refunds which may be needed. This information is stored in an encrypted format.

Other personal information we may collect includes any information given when leaving comments on this website.

We may also collect anonymised information about the usage of this site so that we can monitor how well we are doing and provide an even better service in the future.

### **Who do you share this information with and why?**

We share the relevant information with the therapist that you have booked in order that they can provide the service as requested.

Your data may also be transmitted to our support service suppliers where necessary to provide our service. These support service suppliers help us with things like processing card payments.

The information that you share with us will not be shared with any other third parties without your express consent.

## **How is this information stored?**

Your information is treated with the utmost care and respect and take all steps we can to ensure it stays safe.

We use a variety of methods to ensure that your data remains safe including technological solutions and organisational procedures. We regularly monitor and update these processes to ensure that they are protecting your information as well as possible.

Your data may be transferred to and stored at a destination outside of the European Economic Area (EEA) and processed either by our staff or the staff of our support service suppliers at this location. Such staff may be processing your payment details or supplying our marketing materials. By submitting your personal data, you agree to this transfer, storage and processing. We will take all steps reasonably necessary to ensure that your data is treated as securely as possible. While we take all reasonable steps to ensure that your data is treated as securely as possible,

While we take all reasonable steps to ensure that your data is treated as securely as possible, you should be aware that any transmission of data via the internet cannot be guaranteed to be entirely secure. Any such transmission of data is at your own risk.

Once we receive any data you choose to transmit, we use robust security processes to try and avoid any unauthorised access.

## **What about Cookies and anonymous data?**

Cookies are small strings of text which are downloaded onto your computer which allow the websites you visit to provide services more easily. They are very common and cannot hurt your system. You have the option to block all cookies (explained below) but this may reduce the functionality of certain websites.

Cookies may service a variety of purposes such as collecting information on the number of visitors to a site or saving your preferences and making log-in easier in the future.

We use cookies for 3 reasons on this site:

1) Sessional cookies: these remember the information that you entered and save you from having to enter it again. If these are disabled, it will not be possible to use our online booking system (where available). These cookies are deleted when your session finishes (when you close your browser). These are classed as “functional” cookies and cannot be opted out of as we would not be able to provide our service to you without them.

2) Tracking and marketing cookies: these remember that you have visited the site before, save your preferences such as login information and help us to provide relevant marketing. These can be opted out of using the tool below or your browser settings. These are automatically deleted after a certain period of time, depending on the marketing agency which is supplying them - please see the tool below for more information.

3) Analytics cookies: These allow us to track how people are using our site, how they found us and how many people are using the site. This allows us to improve our services. These cookies can be opted out of using the tool below, the banner displayed when you first visited or your browser settings. These are deleted automatically after 30 days.

You may have clicked on an ad which led you to our site that was delivered by advertising partners. If this is the case it is likely that a Cookie was placed on your computer to anonymously identify you so that both we and them can monitor how well our campaigns are doing. These cookies typically remain active for 30 days (though this can vary by advertising partner). You can find out more about each advertising agency's cookie policy and how to opt-out by visiting their website.

We may also use cookies in order that our site can remember your preferences and log-in information and to generally improve your user experience.

We require that you opt in to cookie use on our site by selecting "accept".

The cookies on our site do not store information which can be used to identify you personally, just the device you are using.

If you would like to opt out from all cookies or delete those on your computer already, your browser settings should allow this. Please visit your browser provider's websites for more details on how to do this.

### **What are your rights?**

You have the right to ask us not to process your personal information for marketing purposes. We always ask you to opt in to marketing communications and offer you the chance to opt out whenever you like by simply pressing 'unsubscribe' or following another simple process outlined in the communication in question such as texting 'STOP' in reply to an SMS.

You have the right to access and amend any personal information which we hold about you. In order to exercise your right to access and amend, please email us at [zenthapyroom@outlook.com](mailto:zenthapyroom@outlook.com).

We will honour any request to close an account or delete payment details. We may ask you to verify your identity before carrying out these operations to avoid fraudulent activity.

### **What if I have more questions or would like to make a comment?**

We'd be happy to answer any questions you don't think we've covered here. Simply email us at [zenthapyroom@outlook.com](mailto:zenthapyroom@outlook.com) and we'll get back to you as soon as possible with an answer.