

# **Privacy Policy for CMP Sports Massage**

**Last updated:** 16/12/2025

This Privacy Policy explains how we collect, use, and protect your personal information when you visit our website or use our sports massage services. We are committed to safeguarding your privacy and complying with all applicable data protection laws in the United Kingdom.

## **1. Information We Collect**

We may collect the following types of information:

### **Personal Information**

- Name
- Email address
- Phone number
- Address (if required for mobile appointments)
- Date of birth (if relevant for treatment records)

### **Health & Treatment Information**

- Medical history relevant to massage therapy
- Injury details
- Treatment notes This information is collected only when you book a session or complete a consultation form.

### **Website & Technical Data**

- IP address
- Browser type
- Pages visited
- Cookies and similar tracking technologies

## **2. How We Use Your Information**

We use your information to:

- Provide sports massage treatments
- Manage bookings and communicate with you
- Maintain accurate treatment records

- Improve our website and services
- Send appointment reminders or updates
- Comply with legal and insurance obligations

We never sell your data.

### 3. Legal Basis for Processing

We process your personal data under the following lawful bases:

- **Consent:** When you voluntarily provide information through forms or sign up for updates
- **Contract:** To deliver the services you have booked
- **Legal obligation:** To maintain treatment records as required by professional and insurance standards
- **Legitimate interests:** To improve our services and website functionality

### 4. How We Store and Protect Your Data

We take appropriate technical and organisational measures to protect your data, including:

- Secure digital storage
- Password-protected systems
- Restricted access to treatment notes
- Encrypted communication where applicable

We retain treatment records for the period required by law or professional guidelines, typically **7 years**.

### 5. Sharing Your Information

We only share your data when necessary, such as:

- With booking or payment providers you choose to use
- With insurance providers in the event of a claim
- When legally required (e.g., safeguarding concerns or court orders)

We do not share your information for marketing by third parties.

### 6. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request corrections
- Request deletion (where legally possible)
- Restrict or object to processing
- Withdraw consent at any time
- Request data portability

To exercise these rights, contact us using the details below.

## **7. Cookies**

Our website may use cookies to improve user experience and analyse website traffic. You can manage cookie preferences through your browser settings.

## **8. Links to Other Websites**

Our website may contain links to external sites. We are not responsible for the privacy practices of those websites.

## **9. Contact Us**

If you have questions about this Privacy Policy or wish to exercise your rights, you can contact:

**CMP Sports Massage** Email: [cmpsportsmassage@gmail.com](mailto:cmpsportsmassage@gmail.com)