



# Privacy Policy – Vitality Balance

Last updated: April 2026

## 1. Data Controller

Vitality Balance is a health and wellness service provider offering treatments including reflexology and vitamin injections.

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Vitality Balance is registered with the Information Commissioner’s Office (ICO) as a data controller under registration number ZC119748.

## 2. Information We Collect

We collect personal and health information necessary to safely deliver our services. This includes your name, contact details, and where relevant your address.

We also collect health information such as medical history, medications, lifestyle details, consultation notes and signed consent forms. We may retain records of bookings, enquiries and communications for administrative and clinical purposes.

## 3. How We Collect Your Information

Information is collected when you contact us, complete consultation or consent forms, book appointments, or receive treatments. We may also collect information through our website contact and booking systems.

## 4. How We Use Your Information

Your data is used to provide safe and appropriate treatments, assess suitability, manage bookings, maintain accurate clinical records, and communicate important information. We also process data to meet legal and regulatory obligations.

## **5. Lawful Basis for Processing**

We process your data under UK GDPR using the following lawful bases: consent (for health data), contract (to provide services), legal obligation, and legitimate interests for administration.

Health data is classified as special category data and is processed under Article 9 UK GDPR with your explicit consent for the provision of health and wellness services.

## **6. Data Storage and Security**

We take appropriate measures to protect your data. Information is stored securely using password-protected systems, encrypted files, secure email, and locked paper records. Access is restricted to authorised individuals only.

## **7. Data Retention**

Client records are retained for up to 7 years in line with healthcare record retention guidance, after which they are securely deleted or destroyed.

## **8. Third-Party Services**

We use trusted third-party providers such as website hosts and booking systems (including WebHealer) to support our services. These providers process data on our behalf and are required to comply with UK data protection laws.

## **9. Cookies**

Our website may use cookies to ensure functionality and improve user experience. Where required, we obtain consent before placing non-essential cookies. You can manage cookie settings via your browser.

## **10. Your Rights**

Under UK GDPR, you have the right to access your data, request corrections, request deletion where appropriate, restrict or object to processing, withdraw consent, and request data portability. To exercise your rights, please contact us.

## **11. Data Breaches**

In the event of a data breach, we will assess the risk and notify the ICO and affected individuals where required, in accordance with UK GDPR.

## **12. Complaints**

If you are unhappy with how your data is handled, you have the right to complain to the ICO ([www.ico.org.uk](http://www.ico.org.uk)). We encourage you to contact us first so we can resolve any concerns.

## **13. Age Policy**

Our services are provided to individuals aged 18 years and over.

## **14. Changes to This Policy**

We may update this policy from time to time. The latest version will always be available on our website.