Privacy policy

Privacy Policy

Who we are:
The Coorie is a wellness business based in Scotland offering sauna hire, cold therapy, and massage treatments. In this policy, "we", "us", and "our" refer to The Coorie.
For data protection purposes, The Coorie is the data controller. This means we decide why and how your personal data is used.
If you have any questions about this policy, please get in touch:
Email: hilary@thecoorie.com
Address: Dam of Aber, Gartocharn, Dunbartonshire, G83 8NQ

What information we collect

When you book an appointment we collect:

- Your Name
- Telephone Number
- Email Address

Health information (therapeutic treatments only)
For massage and therapeutic treatments, we ask you to complete a short health consultation form before your appointment. This helps us provide safe, appropriate treatment.
The information we collect may include details about medical conditions, injuries, medications, or pregnancy. This type of information is classed as "special category data" under UK data protection law, which means it receives a higher level of protection.
We will only collect and use this information with your explicit consent, and only to provide and tailor your treatment safely.
When you contact us
If you get in touch by email, phone, or through our website, we will keep a record of your name, contact details, and the content of your message so we can respond to you.
When you visit our website
We use Google Analytics to understand how people find and use our website. This involves collecting anonymised data such as which pages you visit, how long you spend on them, and what device you are using. This data does not identify you personally.
Google Analytics uses cookies to collect this information. You can find more information in the Cookies section below.

Who we share your information with

We do not sell your personal data. We share it only with the following third parties who help us run the business.
Our booking platform
We use an online booking system to manage appointments. If you book online, your booking details will be processed by that platform on our behalf. We will update this section to include the specific platform and a link to their privacy policy once our booking system is confirmed.
Google Analytics
We use Google Analytics (provided by Google LLC) to analyse website traffic. Google processes anonymised data about how visitors use our site. For more information, see Google's privacy policy at policies.google.com/privacy.
Payment processing
When taking online payments, your payment will be processed securely by a third-party payment provider. We will not store your card details.
Legal requirements
We may also share your information if required to do so by law, for example if ordered to do so by a court or regulatory authority.

How long we keep your information

We only keep your data for as long as necessary.

Type of information	How long we keep it
Booking and contact details	3 years after your last appointment
Health consultation records (Therapeutic treatment)	7 years after your last appointment
Website analytics data	26 months (Google Analytics default)
Enquiry Records	1 year from date of your enquiry

We keep health consultation records for 7 years because this is consistent with standard practice for health and wellness businesses in the UK. After this period, we will securely delete your records.

Your rights

Under UK data protection law, you have the following rights:

- Right to access: You can ask us for a copy of the personal data we hold about you. This is called a Subject Access Request.
- Right to correct: You can ask us to correct any information that is inaccurate or incomplete.
- Right to delete: You can ask us to delete your personal data in certain circumstances.
- Right to restrict: You can ask us to limit how we use your data in certain circumstances.
- Right to object: You can object to us processing your data where we rely on legitimate interests as our legal basis.
- Right to withdraw consent: If we rely on your consent to process data (for example, your health information), you can withdraw that consent at any time. This will not affect anything we did before you withdrew it.

To exercise any of these rights, please contact us at hilary@thecoorie.com. We will respond within one month.

Cookies

Cookies are small text files placed on your device when you visit a website. Here is what we use and why:

Cookie Type	What it does
Essential cookies	These are necessary for the website to work and cannot be switched off. They are usually set in response to actions you take, such as filling in a form.
Analytics cookies (Google Analytics)	We use these to understand how visitors find and use our website. The data collected is anonymised and does not identify you. You can opt out by installing the Google Analytics browser add-on at tools.google.com/dlpage/gaoptout.

You can manage or delete cookies at any time through your browser settings. For more information about cookies, visit allaboutcookies.org.

changes to policy

Changes to this policy:
We may update this privacy policy from time to time. When we do, we will update the "last updated" date at the top of this page. If we make significant changes, we will post a notice on our website.

How to complain

If you are unhappy with how we have handled your personal data, please contact us first and we will do our best to resolve the issue.

Email: hilary@thecoorie.com

If you remain unhappy after contacting us, you have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator.

Website: ico.org.uk
Phone: 0303 123 1113
Post: ICO, Wycliffe House, Water Lane, Wilmslow, SK9 5AF