

Privacy & Data Consent

This notice explains how Stretchrooms collects, uses, and protects the personal information you provide when you enquire with us. We take your privacy seriously and comply fully with UK GDPR and the Data Protection Act 2018.

Who we are

Stretchrooms ("we", "us", "our") is the data controller responsible for your personal information. If you have any questions about this notice or how we handle your data, you can contact us at the details provided at the end of this document.

What information we collect

When you complete our enquiry or booking form, we collect:

- Your name
- Your email address
- Your contact telephone number
- Any additional information you choose to share in the enquiry message

How we use your information

We use the contact information you provide for one purpose only — to respond to your enquiry and communicate with you about our services. Specifically, we may contact you by:

- Email
- SMS text message
- WhatsApp message

By submitting your details and ticking the consent box, you agree to be contacted by Stretchrooms through these channels in relation to your enquiry and our assisted stretch therapy services.

Our lawful basis for processing

Under UK GDPR, our lawful basis for processing your personal data is your **consent** (Article 6(1)(a)), which you provide when you submit the form and agree to this notice. Where you become a client, we may also process data on the basis of **legitimate interests** and **contract** in order to deliver the services you have requested.

What we will not do

- We will not sell, rent, or trade your personal information to any third party.
- We will not use your details for unrelated marketing without your separate, explicit consent.
- We will not share your information with anyone outside Stretchrooms except where required to deliver our service or by law.

How long we keep your information

If you make an enquiry but do not become a client, we retain your contact details for up to 12 months, after which they are securely deleted. If you become a client, we retain your records for up to 3 years from your last appointment in line with professional and insurance requirements, after which they are securely deleted.

How we store and protect your data

Your information is stored securely and access is limited to authorised members of the Stretchrooms team only. We use appropriate technical and organisational measures to protect your data against unauthorised access, loss, or misuse.

Your rights

Under UK GDPR you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data

- Request deletion of your data (the "right to erasure")
- Withdraw your consent to be contacted at any time
- Object to or restrict how we process your data
- Request a copy of your data in a portable format

To exercise any of these rights, simply contact us using the details below. You can withdraw consent at any time by replying STOP to any SMS, asking us to stop via WhatsApp or email, or contacting us directly. Withdrawing consent will not affect the lawfulness of any processing carried out before you withdrew it.

Complaints

If you are unhappy with how we have handled your personal information, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's data protection regulator, at ico.org.uk or by calling 0303 123 1113.

Contact us

For any questions about this notice or to exercise your data rights, contact Stretchrooms at:

Email: hey@stretchrooms.co.uk

By ticking the consent box on our enquiry form, you confirm that you have read and understood this Privacy & Data Consent Notice and agree to be contacted by Stretchrooms via email, SMS, and WhatsApp regarding your enquiry.