

*Conscious Connected Touch*



*Cuddle & Touch - based Therapy*

## Privacy Policy

**Effective Date:** [24/12/2024]

**Last Updated:** [14/04/2025]

Conscious Connected Touch ("we", "our", or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data when you use our website <https://www.consciousconnectedtouch.com> and access our services, including cuddle therapy, reiki, and cuddle puddles.

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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### 1. What Information We Collect

We may collect and process the following information:

- **Contact Information:** Name, email address, phone number (if provided)
- **Appointment Details:** Booking dates, times, and preferences
- **Identification:** A visual check of official ID (e.g. driver's licence or passport); with your consent, a secure copy may be retained
- **Payment Information:** Payments are processed via Stripe; we do not store your full payment card details
- **Usage Data:** IP address, browser type, visit duration, pages viewed

- **Cookies and Tracking Technologies:** Used to enhance website performance and user experience
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## 2. How We Use Your Data

We use your data to:

- Confirm and manage bookings
  - Process payments securely via Stripe
  - Communicate with you regarding your appointments or queries
  - Verify identity when appropriate for safeguarding and service delivery
  - Comply with legal and regulatory obligations
  - Improve our website and services
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## 3. Legal Bases for Processing

We rely on the following lawful bases:

- **Consent** – For marketing communications, storing ID copies, and cookies
  - **Contract** – To provide services and process bookings
  - **Legal Obligation** – For safeguarding and financial record-keeping
  - **Legitimate Interests** – For running and protecting the business
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## 4. Payments and Stripe

Payments are securely processed through **Stripe**, a third-party payment processor. When you enter your payment details, they are transmitted directly to Stripe and are not stored on our servers.

Stripe may collect data such as your name, email, billing address, and part of your card details. Their privacy policy is available here:

 <https://stripe.com/gb/privacy>

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## 5. Cookies

We use cookies and similar technologies to:

- Provide essential website functionality
- Understand user interactions and improve performance
- Store your preferences (where applicable)

You can manage cookie preferences via your browser or by using the banner on your first visit. See our [Cookie Policy] for full details.

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## 6. How We Store and Protect Your Data

We take your privacy seriously and implement appropriate technical and organisational measures to secure your personal data.

- **Electronic records** are stored in encrypted and password-protected systems
  - **ID copies (if retained)** are stored securely with limited access
  - Access to client data is restricted to authorised personnel only
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## 7. How Long We Keep Your Data

- Client data: retained for up to **7 years** after your last appointment for insurance and legal purposes
- ID copies: kept **only with your explicit consent** and securely deleted upon request
- Financial records: retained as required by HMRC and applicable accounting laws

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## 8. Sharing Your Information

We do **not** sell or trade your personal data. We may share it with:


- **Service providers** such as Stripe (for payment processing) or email/booking systems
- **Legal or regulatory bodies** if required by law
- In rare cases, to **safeguard health and safety**, where disclosure is essential

All third-party services we use are vetted to ensure they comply with UK GDPR.

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## 9. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data
- Withdraw your consent at any time
- Object to or restrict how we process your data
- Lodge a complaint with the Information Commissioner's Office (ICO):  
 [www.ico.org.uk](https://www.ico.org.uk)

To exercise any of these rights, please contact us at [insert email].

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## 10. Safeguarding and Confidentiality

Due to the nature of our services, any sensitive information shared during sessions is handled with strict confidentiality. However, exceptions may apply in safeguarding situations where there is risk of harm to you or others, in line with UK safeguarding protocols.

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## 11. Contact Us

If you have any questions about this policy or how your data is handled, please contact:

**Email:** [hugs@consciousconnectedtouch.com](mailto:hugs@consciousconnectedtouch.com)

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