

Privacy Policy

Rinara Thai Massage (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data when you visit our website or use our services.

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

I. Information We Collect

We may collect and process the following personal information:

- Your name and contact details (such as phone number and email address)
- Appointment and booking details
- Information you provide when contacting us

For first-time clients, we may also ask you to complete a consultation or medical history form. This may include:

- Relevant health conditions
- Injuries or areas of concern
- Allergies or sensitivities
- Other information necessary to ensure your treatment is safe and suitable

We only collect health-related information that is directly relevant to your massage treatment.

2. Consent

We will always ask for your consent before collecting your personal information.

For health and medical information, we require your explicit consent before collecting and using this data. This information is used solely to:

- Assess whether treatment is safe for you
- Tailor treatments to your individual needs
- Protect your health and wellbeing during your session

All consultation and health information is treated as strictly confidential.

You have the right to withdraw your consent at any time. However, please note that we may not

be able to provide certain treatments without this information, as your safety is our priority.

3. How We Use Your Information

We use your personal data to:

- Manage and confirm your appointments
- Provide safe and appropriate massage treatments
- Respond to enquiries and communicate with you
- Maintain internal records for business and legal purposes
- Improve our services and customer experience

We only use your information where it is necessary and appropriate for our business.

4. Lawful Basis for Processing

We process your personal data under the following lawful bases:

- Your consent (especially for health-related information)
- Performance of a contract (to provide booked services)
- Legitimate interests (to manage and improve our business)
- Legal obligations (where required by law)

5. Data Storage and Security

We take appropriate steps to keep your personal data secure and protected from unauthorised access, loss, or misuse.

Any consultation or health information is handled with strict confidentiality and stored securely.

We only keep your data for as long as necessary to fulfil the purposes it was collected for, including legal and insurance requirements.

6. Sharing Your Information

We do not sell or share your personal data for marketing purposes.

We may share your information only where necessary, such as with:

- Booking or scheduling systems (if used)
- Professional advisors or insurers (if required)

All third parties are required to keep your information secure and confidential.

7. Cookies

Our website may use cookies to improve your browsing experience and understand how visitors use our site. You can manage or disable cookies through your browser settings at any time.

8. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data
- Withdraw your consent at any time
- Object to or restrict how your data is used

To exercise any of these rights, please contact us.

9. Contact Us

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

- Email: rinarathaimassage@gmail.com
- Telephone: 07444 873093

10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page.

11. Last Updated

This Privacy Policy was last updated on 20 April 2026.