



Solace Sauna Privacy Policy

This Privacy Policy explains how Solace Sauna collects, uses, and safeguards your personal data when you interact with our services, including visiting our website or making bookings.

Who We Are

Solace Sauna is a Limited Company registered in England. We are committed to protecting your privacy and handling your personal data in accordance with all applicable data protection laws, including the UK General Data Protection Regulation (GDPR).

Personal Information We Collect

We may collect and process the following categories of personal information:

- **Contact and Identification Details:** This includes your name, postal and email addresses, telephone number(s), and preferences when you make an enquiry or booking.
 - **Usage and Attendance Details:** We may collect information such as your IP address, browser type, and the URL you used to access our site. We also record details of your sauna booking.
 - **Correspondence and Incident Reports:** Any communications or incidents at our sauna will be recorded for reference and safety purposes.
 - **Payment Information:** We process and securely store your payment details to facilitate your transactions with us.
 - **Personal Circumstances:** In some cases, such as to handle cancellations due to illness, we may collect information related to your health or medical conditions.
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How We Use Your Personal Information

We use your personal data for the following purposes, relying on our legitimate business interests and contractual obligations. Here's how we use each category of information:

- **Contact and Identification Details:** To manage enquiries, process bookings, and communicate updates or offers related to our services.
- **Payment Details:** To process payments for our services and assist in resolving disputes or collecting debts if necessary.
- **Usage and Attendance Details:** To improve your experience on our website and to efficiently manage sauna bookings.
- **Correspondence and Incident Reports:** To comply with safety regulations, improve our services, and resolve any issues that arise during sauna use.
- **Personal Circumstances:** To administer our cancellation policy and ensure the safety of our customers, particularly in cases of illness or medical concerns.

We may also use your data for any other purposes described at the point of data collection, and we will always seek your consent if processing special categories of personal data such



as health-related information. If you do not wish to provide this information, you may be unable to use our services.

How We Collect Your Data

We collect personal data from you through several channels, including:

- **Booking and Enquiries:** When you complete a booking or enquiry on our website, we collect the necessary details to manage the request.
 - **Email and Telephone:** Data is collected when you contact us via email or phone, and this information is stored for legitimate business purposes and to improve service delivery.
 - **Cookies and Web Analytics:** Our website uses cookies and similar tools, such as Google Analytics, to track how visitors use our site. This information is aggregated and anonymised and helps us improve site performance and tailor services to customer preferences.
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Sharing Your Information

We do not sell or trade your personal data. However, we may share your information with trusted third parties to help deliver our services, including:

- **Agents, Contractors, and Employees:** In the country where you live, to administer services. Safeguards will be in place through contractual agreements.
 - **Secure Payment Providers:** To process transactions.
 - **Marketing Agencies and Mailing Houses:** To distribute information to you based on your preferences.
 - **Media and Social Platforms:** To tailor communications based on your audience profile.
 - **Legal and Fraud Protection Entities:** If necessary, for legal claims, fraud prevention, or credit risk reduction.
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Marketing Communications

If you have opted to receive marketing communications, we may send you information about our services, offers, and updates.

As part of our commitment to improving our services, we may send you feedback surveys following your visit. These surveys may request information such as your age group, along with any additional comments or insights you wish to provide. Your input is invaluable in helping us enhance our offerings and customer experience.

You can unsubscribe from these communications at any time by following the opt-out link in our emails or by contacting us at info@solacesauna.co.uk.



Social Media Engagement

If you choose to leave a review, post a message or photo on our website, or tag us in your social media posts, we consider this as your consent for such content to be publicly accessible. In these instances, we may include your username alongside your message. Please be aware that your message, post, or photo could contain personal data.

Examples of Engagement Include:

- Tagging an image that features our services or facilities.
- Leaving a message or review on our website or social media platforms.
- Sharing your experiences and insights through personal data, such as photos or comments.

It is important to note that when posting personal data, you are responsible for understanding the privacy settings and level of privacy protection offered by the social media platform you are using. We encourage you to review the privacy policies of these platforms to ensure your comfort with sharing personal information.

Retention of Your Personal Data

We retain your personal data only for as long as necessary to fulfil the purposes it was collected for:

- **Incident Details:** For three years after an incident.
- **Contact and Identification Details:** Retained for up to four years after your last booking or enquiry.
- **Communication Preferences:** Indefinitely to avoid sending unwanted information.
- **Payment Details:** Stored securely during and for a short period after the transaction, unless required for dispute resolution.
- **Correspondence and Incident Reports:** Retained for up to seven years for legal and safety compliance.
- **Cookies and Analytics Data:** Retained based on cookie lifespan and analytics requirements, often anonymised.

In some cases, we may retain data longer if required by law or in the event of an ongoing dispute.

Your Rights

Under data protection laws, you have the following rights in relation to your personal data:

- **Access:** You can request a copy of the data we hold about you.
- **Correction:** You can ask us to correct any inaccurate information.
- **Portability:** You can request your data in a portable format.
- **Erasure:** You can request that we delete your data under certain circumstances.



- **Restriction of Processing:** You can ask us to limit how we process your data where applicable.

If you'd like to exercise these rights, please email info@solacesauna.co.uk, providing proof of identity (e.g., passport or driving license).

Your Right to Complain

If you have any concerns about how we handle your personal data, we encourage you to contact us at info@solacesauna.co.uk. If you are unsatisfied with our response, you can file a complaint with the UK Information Commissioner's Office (ICO) at ico.org.uk.

Cookies

Our website uses cookies to enhance your browsing experience. Cookies help us recognise returning users and deliver personalised content. For more information about how we use cookies, please review our Cookie Policy.

Security and Liability

We implement commercially reasonable security measures to protect your personal data from unauthorised access or misuse. However, internet transmissions are not completely secure, and we cannot guarantee the security of data transmitted to our site.

We are not liable for any loss or damage resulting from events beyond our control, such as viruses, distributed denial-of-service attacks, or other malicious activities. You are responsible for using appropriate virus protection software.

External Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or the content of such external sites. We recommend that you review the privacy policies of these third-party sites before using them.



Lawful Bases for Processing Personal Information

In accordance with the UK General Data Protection Regulation (UK GDPR), we identify the following lawful bases for processing your personal information:

1. **Consent:** We may process your personal data based on your consent. You have the right to withdraw your consent at any time. If you wish to do so, please contact us at info@solacesauna.co.uk.
2. **Contractual Obligation:** We process your data when it is necessary for the performance of a contract to which you are a party, or to take steps at your request prior to entering into a contract.
3. **Legal Obligation:** We may process your personal information to comply with a legal obligation to which we are subject.
4. **Vital Interests:** We may process your information when it is necessary to protect your vital interests or those of another individual.
5. **Public Task:** We may process your data in the performance of a task carried out in the public interest or in the exercise of official authority vested in us.
6. **Legitimate Interest:** We may rely on legitimate interests for processing your personal information, provided that such interests are not overridden by your rights and interests.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and continued use of our services implies acceptance of the revised policy.

Contact Us

For any questions, comments, or requests regarding this Privacy Policy, please email us at info@solacesauna.co.uk.