

PRIVACY POLICY

Ingham Sports & Wellness

Last updated: 14/11/2025

1. Introduction

Ingham Sports & Wellness (“we”, “us”, “our”) is committed to protecting your personal information and respecting your privacy in accordance with the UK GDPR and Data Protection Act 2018. This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our website or services.

By using our website (www.ingham sportswellness.co.uk) or booking an appointment, you agree to the terms outlined in this policy.

2. What Information We Collect

We may collect the following types of personal data:

a) Information you provide directly

- Name
- Contact details (email, phone number)
- Address
- Relevant medical history or injury information
- Payment information (processed securely via third-party providers)

b) Information collected automatically

When you browse our website, we may collect:

- IP address
- Browser type & device information
- Pages viewed
- Cookies (see Cookie Policy section)

3. How We Use Your Information

We use your data to:

- Provide sports massage and wellness services
- Manage bookings and appointments
- Communicate with you about your sessions
- Respond to enquiries
- Maintain accurate clinical notes
- Process payments
- Comply with legal or regulatory obligations
- Improve our services and website experience

We will **never** sell or share your personal data for marketing purposes with external companies.

4. Legal Basis for Processing

We process your data under the following lawful bases:

- **Consent** – when you provide health information or opt-in to communications
 - **Contract** – to fulfil your booking or service
 - **Legal obligation** – for record-keeping required of healthcare professionals
 - **Legitimate interests** – improving services & ensuring business operations
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5. How We Store Your Data

Your data is stored securely through encrypted systems and password-protected devices.

Clinical notes are kept in line with professional healthcare standards.

Data retention:

- Clinical notes: **7 years** (required)
 - Booking and contact information: **up to 2 years**
 - Financial records: **6 years** (required)
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6. Third-Party Providers

We may use third-party providers for:

- Online booking
- Payment processing
- Website hosting

- Email communication
- Analytics

These providers comply with UK GDPR and only process data as required.

7. Your Rights

You have the right to:

- Access your data
- Request corrections
- Request deletion (except where legally required)
- Withdraw consent
- Object to processing
- Request data transfer

To exercise these rights, contact:

 Kieran@Inghamsportswellness.co.uk

8. Cookies

Our website uses cookies to enhance user experience and monitor analytics. You can manage or disable cookies through your browser settings.

9. Contact Information

For questions about this policy or your data:

Ingham Sports & Wellness

 Diss, Norfolk

 Kieran@inghamportswellness.co.uk

 www.inghamportswellness.co.uk