

Privacy Policy

Last updated: June 2026

Ostara Holistic Therapies is committed to protecting your personal information and respecting your privacy.

Who we are

Ostara Holistic Therapies provides complementary therapies including reflexology, reiki, massage, aromatherapy and related wellness services.

For the purposes of UK data protection law, Ostara Holistic Therapies is the **data controller** of the personal information you provide.

If you have any questions about this policy or the information we hold about you, please contact:

Michelle Smith

Ostara Holistic Therapies
Email: info@ostaraholistics.com
Telephone: 07811 596602

What information we collect

We may collect:

Contact information

- Name
- Email address
- Telephone number
- Details contained within enquiries submitted through our website

Appointment information

- Booking details
- Treatment history
- Notes relating to your appointments

Health information

Before treatment, we ask you to complete a consultation form which may include information about:

- Medical conditions
- Medications
- Allergies
- Pregnancy status
- Lifestyle factors relevant to treatment

This is considered **special category data** under UK GDPR.

Payment information

We may collect information necessary to administer payments, although we do not store your bank card details.

Why we collect your information

We use your information to:

- Respond to enquiries.
 - Arrange and manage appointments.
 - Provide safe and appropriate holistic treatments.
 - Tailor treatments to your individual needs.
 - Maintain treatment records.
 - Meet our legal, insurance and professional obligations.
 - Send information you have specifically requested.
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Our lawful basis for processing

Under UK GDPR, we rely on the following lawful bases:

Purpose	Lawful basis
Responding to enquiries	Legitimate interests
Booking and delivering treatments	Performance of a contract
Maintaining treatment records	Legitimate interests and legal obligations
Processing health information	Explicit consent and provision of health-related services
Marketing communications	Consent

You may withdraw your consent at any time where consent is the basis for processing.

How long we keep your information

We retain client records only for as long as necessary to fulfil the purposes for which they were collected and to meet professional, insurance and legal requirements.

When records are no longer required, they are securely destroyed.

How we store your information

We take appropriate measures to safeguard your information, including:

- Password-protected devices,
 - Secure email accounts,
 - Restricted access to client records, and
 - Secure disposal of confidential information.
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Sharing your information

Your information will not be sold to third parties.

We will only share your information when:

- you have given permission,
 - it is necessary for the provision of services,
 - we are legally required to do so, or
 - it is required by our insurers or regulatory authorities.
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Children's information

For clients under the age of 16, a parent or legal guardian must provide consent and be present during treatment, in accordance with our practice policies.

Your rights

Under UK GDPR, you have the right to:

- request access to your personal information,

- request correction of inaccurate information,
 - request erasure of your information in certain circumstances,
 - restrict how your information is used,
 - object to processing based on legitimate interests,
 - request transfer of your information where applicable, and
 - lodge a complaint with the Information Commissioner's Office (ICO).
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Complaints

If you have concerns about how your information is handled, please contact us in the first instance.

You also have the right to complain to the ICO:

[Information Commissioner's Office \(ICO\)](#)

Changes to this policy

This privacy policy may be updated periodically. The most recent version will always be available on our website.