

PRIVACY POLICY

Sound Therapy Malvern

Lorraine Lockyer, Complementary Therapist & Director
Company No. 7824550 | 11 Bluebell Close, Malvern WR14 3QR
soundtherapymalvern@gmail.com | www.soundtherapymalvern.com

Last updated: 19 June 2026

★ Updated to reflect the Data (Use and Access) Act 2025 — fully in force from 19 June 2026



1. Who We Are

Sound Therapy Malvern is a complementary therapy and wellbeing practice based in Malvern, United Kingdom, run by Lorraine Lockyer.

We offer a range of services including:

- Sound therapy treatments and sound baths (in-person and online)
- Reiki treatments
- Myofascial Sonic Therapy
- Aromatherapy Massage
- Reflexology
- New Vision Therapy
- Self-care workshops and training courses

For the purposes of UK data protection law, Lorraine Lockyer is the Data Controller.

Registered details:

- Company Name: Sound Therapy Malvern
- Company Number: 7824550
- Registered Address: 11 Bluebell Close, Malvern WR14 3QR
- Business Email: soundtherapymalvern@gmail.com
- Website: www.soundtherapymalvern.com

2. What Personal Data We Collect

We collect personal data only where it is necessary to provide our services or communicate with you. This may include:

2.1 Identity and Contact Information

- Full name

- Email address
- Telephone number

2.2 Health and Wellbeing Information (Special Category Data)

Some of our services, particularly hands-on treatments, require us to hold health-related information. This is treated with the highest level of care and is classified as Special Category Data under UK GDPR.

- Health conditions, injuries, or medical history relevant to your treatment
- Feedback on how treatments have affected your wellbeing

2.3 Booking and Payment Information

- Appointment dates and attendance records (managed via our Fresha booking system)
- Payment records (we do not store card details — payments are processed securely via Fresha or you can pay us by bank transfer)

2.4 Communications

- Enquiries, messages, or feedback you send to us
- Email marketing preferences (only if you have opted in)

2.5 Website and Technical Data

- IP address and browser type (collected automatically via website cookies)
- Pages visited and time spent on our website

3. How and Why We Use Your Personal Data

We use your personal data only for legitimate purposes and always with an appropriate lawful basis under UK GDPR.

3.1 To Provide Our Services (Contract / Legitimate Interests)

- Booking and managing your appointments via Fresha
- Providing safe and appropriate treatments (including reviewing health information)
- Sending appointment reminders and follow-up care information

3.2 To Communicate With You (Legitimate Interests / Consent)

- Responding to your enquiries via email (soundtherapymalvern@gmail.com, hosted by Google)
- Sending newsletters or updates about our services, events, and self-care tips — only if you have given us consent

3.3 Legal Obligations

- Maintaining records as required by law
- Responding to complaints in accordance with the Data (Use and Access) Act 2025

3.4 Special Category Data (Health Information)

We process health-related information on the lawful basis of Explicit Consent and, where applicable, for the purposes of providing health and social care. We will always ask for your explicit consent before collecting health data.

4. Your Rights Under UK Data Protection Law

Under the UK GDPR and Data Protection Act 2018, as updated by the Data (Use and Access) Act 2025, you have the following rights:

- **Right to be informed:** You have the right to know what personal data we hold about you and why.
- **Right of access:** You can request a copy of the personal data we hold about you.
- **Right to rectification:** You can ask us to correct inaccurate or incomplete data.
- **Right to erasure:** In certain circumstances, you can ask us to delete your data.
- **Right to restrict processing:** You can ask us to restrict how we use your data in certain situations.
- **Right to data portability:** You can ask us to transfer your data to another organisation.
- **Right to object:** You can object to us processing your data based on legitimate interests.
- **Right to withdraw consent:** You have the right to withdraw consent at any time where processing is based on consent.
- **Right to complain to us:** NEW from June 2026: You have the right to raise a data protection complaint directly with us, and we must acknowledge it within 30 days. See Section 7.

To exercise any of these rights, please contact us at soundtherapymalvern@gmail.com. We will respond without undue delay and within one month as required by law.

5. How Long We Keep Your Data

We hold your data only for as long as necessary:

- Client treatment records: 7 years after your last appointment (in line with best practice for complementary therapy practitioners)
- Health consultation forms: 7 years after your last appointment
- Booking and payment records (held via Fresha): 6 years (legal requirement)
- Marketing consent records: until you withdraw consent
- Website enquiries: 2 years

When data is no longer needed, we securely delete or anonymise it.

6. Who We Share Your Data With

We do not sell your personal data to third parties. We use the following trusted, GDPR-compliant third-party service providers to run our business:

6.1 Fresha (Booking System)

We use Fresha to manage appointment bookings, client records, and payments. Fresha is an industry-recognised, GDPR-compliant platform widely used across the health and wellness sector. Your booking data is processed by Fresha in accordance with their own privacy policy, available at www.fresha.com.

6.2 Google (Email)

Our business email (soundtherapymalvern@gmail.com) is hosted by Google. Email communications you send us or that we send to you are processed via Google's servers. Google operates in accordance with applicable data protection law. For more information, see Google's privacy policy at www.google.com/privacy.

6.3 Website Hosting

Our website is hosted by a third-party provider who may process basic technical data (such as IP addresses) as part of providing the hosting service.

All third-party providers we use are required to handle your data in accordance with UK data protection law. We do not transfer your data outside the UK unless adequate safeguards meeting the standards of the Data (Use and Access) Act 2025 are in place.

7. How to Make a Data Protection Complaint

★ New Right Introduced 19 June 2026 ★

Under the Data (Use and Access) Act 2025, you now have a statutory right to raise a data protection complaint directly with us before escalating to the ICO.

We must acknowledge your complaint within 30 days.

7.1 Raising a Complaint With Us

If you have a concern about how we have handled your personal data, please contact us first:

- Email: soundtherapymalvern@gmail.com — use the subject line 'Data Protection Complaint'
- Post: Lorraine Lockyer, Sound Therapy Malvern, 11 Bluebell Close, Malvern WR14 3QR

Once we receive your complaint, we will:

- Acknowledge your complaint within 30 days
- Investigate your concern thoroughly and fairly
- Keep you informed of progress
- Notify you of the outcome without undue delay

7.2 Escalating to the ICO

If you are not satisfied with our response, you have the right to escalate to the Information Commissioner's Office (ICO):

ICO website: ico.org.uk/make-a-complaint

- Telephone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF

8. Cookies and Our Website

Our website (www.soundtherapymalvern.com) uses cookies to help the site function and to understand how visitors use it.

Essential cookies

These are necessary for the website to work and cannot be switched off.

Analytics cookies

We may use analytics tools to understand how visitors use our site. These cookies are only set with your consent, which you can manage via the cookie banner when you first visit our website.

For more information about managing cookies, visit www.aboutcookies.org.

9. How We Protect Your Data

We take the security of your personal data seriously and use appropriate technical and organisational measures, including:

- Secure, password-protected email accounts (Google Gmail)
- Encrypted cloud storage for client records within Fresha
- Restricted access — only Lorraine Lockyer can access client data
- Secure deletion of data when it is no longer required

In the unlikely event of a data breach, we will notify the ICO within 72 hours and inform you without undue delay.

10. Changes to This Privacy Policy

We review this privacy policy regularly and update it to reflect any changes in law or our practices. The most current version is always available on our website at www.soundtherapymalvern.com and is dated at the top of this document.

11. Contact Us

If you have any questions about this privacy policy or how we handle your personal data, please get in touch:

Lorraine Lockyer — Sound Therapy Malvern

- Company Number: 7824550
- Registered Address: 11 Bluebell Close, Malvern WR14 3QR

Email: soundtherapymalvern@gmail.com

Website: www.soundtherapymalvern.com

This privacy policy was last updated on 19 June 2026 to reflect the requirements of the Data (Use and Access) Act 2025, including the new statutory data protection complaints procedure.