



Privacy Policy

Prepared for: Saddle Up Sauna

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1. Overview

This Privacy Policy explains how we collect, use, store, and protect your personal data when you make a booking for our sauna services. We are committed to handling your personal information responsibly and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Personal Data do we Collect

When you make a sauna booking, we collect the following personal data:

- Full name
- Date of birth
- Email address
- Phone number
- Booking details (date, time, service booked)
- Confirmation that you have agreed to our Terms & Conditions and Health & Safety Waiver

We only collect data that is necessary to manage your booking and provide our services safely.



2. How Do We Use your Data

We use your personal data **only** for the following purposes:

- To manage and administer your sauna booking
- To confirm your identity and booking on arrival
- To contact you regarding your booking (e.g. confirmations, changes, or cancellations)
- To confirm that you have agreed to our Terms & Conditions and Health & Safety Waiver
- To ensure the safe and appropriate use of our sauna facilities

We do **not** use your personal data for marketing purposes unless you have separately and explicitly opted in.

3. Lawful Basis for Processing

Under UK GDPR, our lawful basis for processing your personal data is:

Contract – the processing is necessary in order to provide the sauna service you have booked and to fulfil our contractual obligations to you.

Where relevant to safety and legal compliance, processing may also be based on **legal obligation**.

4. Health, Safety and Waiver information

We collect confirmation that you have read and agreed to our Health & Safety Waiver and Terms & Conditions in order to:

- Help ensure your safety while using our sauna



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- Confirm that you are eligible to use the sauna facilities
 - Maintain appropriate records for operational, safety, and insurance purposes

We do not collect medical records or detailed health information beyond what is necessary to confirm eligibility for sauna use.

5. How We Store and Protect your Data

Your personal data is stored securely using appropriate technical and organisational measures, including:

- Secure, password-protected systems
- SSL-encrypted website connections
- Restricted access to booking and customer information

We take reasonable steps to protect your personal data from unauthorised access, loss, misuse, or disclosure.

6. How Long do we keep your data

We retain your personal data only for as long as necessary for the purposes outlined in this policy.

Typically, booking data is retained for:

- Operational and customer service purposes
- Legal, tax, insurance, or dispute resolution requirements

After this period, your data will be securely deleted or anonymised.



7. Sharing your data

We do not sell or rent your personal data to third parties.

Your data may be processed by trusted service providers who support our booking and payment systems (such as booking software or payment processors). These providers act as data processors and are required to handle your data securely and in accordance with data protection laws.

8. Your data protection rights

Under UK GDPR, you have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your personal data (where applicable)
- Object to or restrict certain types of processing
- Request data portability

To exercise your rights, please contact us using the details above.

9. Complaints

If you have concerns about how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: <https://www.ico.org.uk>

10. Changes to this privacy Policy



We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website.

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