Privacy Policy

This is the privacy policy for Michelle Yates, Massage Therapist at SSL Massage Therapies. I am a sole trader located at 49 Blackburn Crescent, Chapeltown, Sheffield, S35 2EG. Tel. 07443397529. This privacy policy explains how I use any personal information collected about you and why I collect it.

WHAT INFORMATION DO I NEED?

I collect information about you when you book an appointment for a service or treatment, visit the clinic for a service or treatment or to buy a product, whether contact is on paper, via Facebook, over the phone, text message or email.

The information you give may include your name, date of birth, address, phone number and relevant history including health questions which may suggest that a service or treatment should not go ahead, or certain products should not be used (e.g. allergies, pregnancy, skin conditions), payment and transaction information. I also keep a record of all your treatments including products used, any changes to health and condition and any purchases you make.

For clients under the age of 18, I will only keep and use their personal information with the consent of a parent, carer or guardian.

WHY DO I NEED IT, HOW WILL I USE IT and HOW LONG WILL I RETAIN IT?

I need all the details above in order to ensure that it is safe for me to provide the treatments you may ask for and also for insurance purposes. I will store your information for a minimum of 7 years after the date of your treatment, or for 7 years after you have reached the age of 18 if you are/were under 18 when your treatment took place. The lawful basis for processing this personal information is ‘contract’, this means that I have a legal reason to ask you for your data because I need it for contractual reasons. You do not have to share your personal data with me, but if you do not, I cannot offer you a treatment at SSL Massage Therapies. You must fulfil your side of the contract (share your personal information) in order for me to fulfil mine (carry out treatment).

MARKETING

I would also like to send you information about the products and services I offer including the latest offers, last minute availability and appointment reminders using the email and contact number you have shared with me. However, you do not have to agree to this for the treatment to go ahead. Booking confirmations and email reminders are not marketing emails and will be sent to all clients as they contain important information about your appointment. If you agree to being contacted for the marketing purposes described above please tick the relevant boxes when booking online to give your consent. You may withdraw this consent at any time in writing to me at the above contact details, text message.

Michelle Yates, SSL Massage Therapies Privacy Policy, last updated October 2025

WILL I SHARE YOUR INFORMATION?

I will not share your information with any other third party without your consent except to help prevent fraud, for medical emergencies or if required to do so by law.

WHERE YOUR INFORMATION IS KEPT

All your electronic records are stored on Cliniko and only I Michelle Yates have access to them. Sending information via social media (Facebook and Instagram) is not completely secure, although I will do my best to protect your information and prevent unauthorised access. I am the sole account holder of the Facebook and Instagram Pages: SSL Massage Therapies. Any text messages sent to my mobile number (07443397529) are deleted once the conservation has ended and the phone is locked at all times with a finger code or pin number. Emails are only accessible via devices which require my biometrics to unlock.

ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the personal information that I hold about you. This will normally be free, unless I consider the request to be unfounded or excessive, in which case I may charge a fee to cover the administration costs.

If you would like a copy of some or all of your personal information, please contact Michelle Yates by post at the address stated above.

I want to make sure that your personal information is accurate and up-to-date. You may ask me to correct or remove information you think is inaccurate.

You have the right to object to my use of your personal information, or to ask me to delete, remove or stop using your personal information if there is no need for me to keep it. However if you ask me to destroy your information I will no longer be able to accept you as a client due to insurance purposes.

WHO CAN I COMPLAIN TO IF I FEEL YOU ARE NOT HANDLING MY DATA CORRECTLY?

In the first instance please contact me if you have any questions about this privacy policy or the information I hold on you. You can do this by post to Michelle Yates, 49 Blackburn Crescent, Chapeltown, Sheffield, S35 2EG.

If you believe I am not handling your data correctly you have a right to make a complaint, this should be sent to me using the above contact details. If you are unhappy with my response you should then contact the ICO (independent commissioner’s office) by contacting them or using the following web page https://ico.org.uk/concerns/ .

Michelle Yates, SSL Massage Therapies, last updated October 2025