

PRIVACY POLICY

All Customers



PRIVACY POLICY

The Sauna & Plunge Company Ltd ("we", "our", "us") respects your privacy and is committed to protecting your personal information in accordance with UK data protection laws, including the UK GDPR and the Data Protection Act 2018.

INFORMATION WE COLLECT

We may collect personal information such as your name, email address, phone number, and payment details when you:

- Make a booking
- Sign up to our services
- Complete a form
- Contact us directly

HOW WE USE YOUR INFORMATION

We use your personal information to:

- Process bookings and payments
- Communicate with you about your bookings or enquiries
- Provide updates about our services, events, and offers (you can opt out at any time)
- Improve our services and customer experience

LEGAL BASIS FOR PROCESSING

We process personal data based on the following legal grounds:

- Contractual necessity – to provide and manage our services and bookings
- Consent – for marketing communications and updates
- Legitimate interests – to operate, maintain, and improve our business

SHARING YOUR INFORMATION

We do not sell, rent, or trade your personal information.

We may share information with trusted third-party service providers where necessary to operate our services, such as:

- Booking and scheduling platforms
- Payment processors
- Email communication providers
- Website analytics and advertising platforms

These providers only process data on our behalf and in accordance with data protection laws.

DATA SECURITY

Your information is stored securely and is only accessible by authorised staff.

We take appropriate technical and organisational measures to protect personal data.

COOKIES

Our website uses cookies to improve your browsing experience and help us understand how visitors use our website.

No sensitive personal data is collected via cookies.



DATA RETENTION

We retain personal data only for as long as necessary to:

- Provide our services
- Comply with legal obligations
- Operate our business

YOUR RIGHTS

Under UK data protection laws, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your personal data
- Withdraw consent for marketing communications at any time
- Object to or restrict certain data processing

To exercise any of these rights, please contact us at: info@saunaandplunge.life

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been handled improperly.

UPDATES TO THIS POLICY

We may update this privacy policy from time to time.

The latest version will always be available on our website.