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Privacy Policy

**Website:** www.thesunflowerrooms.com

**App:** The Sunflower Rooms Client App (powered by Zenoti)

**1. Our Commitment to Your Privacy**

At The Sunflower Rooms, we are committed to protecting your personal information and privacy. This Privacy Policy explains what data we collect, how we use it, how we protect it, and your rights.

**2. Information We Collect**

When you use our services, website, or app, we may collect the following:

**a. Personal Information**

* Name, email address, phone number, date of birth
* Billing address, treatment history, appointment preferences
* Emergency contact information (if applicable)
* Payment details (securely handled by our third-party payment provider)

**b. Health & Consultation Information**

* Medical history or relevant health conditions
* Allergies and contraindications related to treatments
* Consent forms and treatment notes
* Before and After photos for insurance purposes

**c. Usage & Technical Information**

* Device and browser data
* IP address, app activity, and website browsing data
* Cookies and tracking technologies (see Section 6)

**3. How We Use Your Information**

We only use your personal information for purposes including:

* Booking and managing your appointments
* Providing and customising treatments based on consultation details
* Processing payments securely
* Sending appointment reminders, updates, promotions, or wellness content
* Complying with legal, insurance, and health regulations

**4. How We Store and Protect Your Data**

We take data security seriously and implement appropriate technical and organisational measures:

* Data is stored securely on GDPR-compliant platforms
* Access is restricted to authorised team members only
* All payment information is encrypted and managed via secure third-party processors
* Medical information is handled with strict confidentiality

**5. Sharing Your Information**

We do **not** sell or rent your personal data. We may share limited information:

* With trusted third-party booking/payment software providers
* With healthcare providers in the case of medical emergencies or referrals (only with your consent)
* When legally required (e.g. insurance, HMRC, regulatory compliance)

**6. Cookies & Tracking**

Our website may use cookies or similar tracking tools to improve your browsing experience, remember preferences, and gather statistics. You can manage cookie preferences via your browser settings.

**7. Your Rights**

You have the right to:

* Access your personal data
* Correct or update any information
* Request deletion of your records (subject to legal/medical obligations)
* Withdraw consent for marketing at any time
* File a complaint with the **Information Commissioner’s Office (ICO)** if you believe your data has been misused

To exercise your rights, please contact us via email at:  
📧 **info@thesunflowerroom.com**

**8. Marketing Communications**

If you opt in to receive emails or SMS updates, you can unsubscribe at any time via the link in the message or by contacting us.

**9. Policy Updates**

We may update this Privacy Policy occasionally to reflect changes in our practices or legal obligations. The latest version will always be available on our website and app.

**10. Contact Us**

If you have any questions or concerns about your data, please get in touch:

**The Sunflower Rooms**  
📍 20 South Tay St, Dundee DD1 1PD  
📧 info@thesunflowerrooms.com  
🌐 [www.thesunflowerroom.com](http://www.thesunflowerroom.com)

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