

# 7<sup>th</sup> Heaven Float Room Ltd.

## Privacy Policy



Company Reg No. 12125841

---

**Protecting the privacy & security of our visitors is something we take very seriously at 7<sup>th</sup> Heaven Float Room Ltd. Please rest assured that we are committed to maintaining the trust and confidence of visitors to both our website and our Wellness Studio. We won't ever share, sell, exchange, or release any of your personal details to third parties, your data will only be used to ensure that you have the best possible experience with us.**

---

This privacy policy contains important information on who we are, how and why we collect, store and use personal information, your rights in relation to your personal information and how to contact us in the event that you have a complaint.

**Who we are:** 7<sup>th</sup> Heaven Float Room Ltd. is a small local business in Fleet, Hampshire. Discreetly located in a purpose built detached Wellness Studio, within a residential area. For more information on the service we provide, please see our website <http://www.7thheavenfloatroom.co.uk>.

We collect, use and are responsible for certain personal information about our clients. When we do so, we are regulated under the General Data Protection Regulation and we are responsible as 'controller' of that personal information for the purposes of those laws.

**Our collection/use of your personal information:** Personal information about you is collected when you register with us or contact us, including via social media.

Below we outline some examples of the types of personal information that we may collect about you and how/why we use it:

| Examples of when we may collect your personal information                                     | Examples of what details we may ask you to provide  | Examples of how and/or why your information may be used   |
|---|---|---|
| <i>When you sign our online Waiver Form and the Precautionary Coronavirus Liability Form.</i> | <i>Your name, address and contact details.</i>  | <i>Required to create and maintain your client account/membership.</i>  |
| <i>When you pay for services or request to set up a membership with us.</i>                   | <i>Credit/bank card details and/or bank account &amp; sort code.</i>  | <i>Required to provide services to you and/or set up a membership with monthly payments.</i>  |
| <i>When you make contact with us.</i>   | <i>1. Your name/contact details.<br/>2. Details of any feedback that you may give us by phone, email, post or via social media.</i> | <i>Required to send the online waiver and/or precautionary coronavirus liability forms to you.<br/><br/>Enables us to customise our website and its content using client feedback.<br/>send you marketing materials</i> |

**Our legal basis for processing your personal information:** When we use your personal information, we are required to have a legal basis for doing so. There are various different legal bases upon which we may rely, depending on what personal information we process and why.

**The legal bases we may rely on include:**

**Consent:** Where you have given us clear consent for us to process your personal information for a specific purpose.

**Legitimate interests:** Where our use of your personal information is necessary for our legitimate interests, unless there is a good reason to protect your personal information which overrides our legitimate interests.

**Who we share your personal information with:** 7<sup>th</sup> Heaven Float Room Ltd. does not sell, exchange, share or release any of your personal information, such as your name, email address, or telephone number to any third parties whatsoever.

**Marketing:** Occasionally we would like to send you information about our services, competitions and any special offers, which may be of interest to you. Where we have your consent or it is in our legitimate interests to do so, we may do this by post, email, telephone or text message (SMS).

We will only ask whether you would like us to send you marketing messages when you tick the relevant boxes when you complete our online waiver for the first time.

You can [unsubscribe](#) from our marketing messages at any time. Please allow up to 5 days for your request to be actioned.

**Your rights:** Under the General Data Protection Regulation, you have a number of important rights. In summary, those include rights to:

- Access to your personal information and certain other supplementary information that this privacy policy is already designed to address.
- Require us to correct any mistakes in your information which we hold.
- Require the erasure of personal information concerning you in certain situations.
- Object at any time to processing of personal information concerning you for direct marketing.

If you would like to exercise any of these rights, please feel free to [contact us](#).

**Data retention:** We will hold onto your information for as long as is needed to be able to provide services to you. If necessary, or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may also keep hold of some of your information as required, even after you have cancelled your membership or it is no longer needed to provide the services to you; but only if this is required by law.

**CCTV policy & code of practice:** Closed circuit television (CCTV) is installed in and around the premises of 7<sup>th</sup> Heaven Float Room Ltd. for the purposes of protecting our property, staff and clients. The use of CCTV falls within the scope of the Data Protection Act 1998 ("the 1998 Act"). For full details please refer to our [CCTV Policy and Code of Practice](#).

**Keeping your personal information secure:** We have appropriate security measures in place to prevent personal information from being accidentally lost, or used/accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

**Changes to this privacy policy:** This privacy policy may be updated from time to time. The most recent version will be published on our website.

**How to contact us:** Please contact us if you have any questions about this privacy policy or the information that we hold about you.

7<sup>th</sup> Heaven Float Room Ltd.  
Company Reg No. 12125841

[7thHeavenFloatRoom@gmail.com](mailto:7thHeavenFloatRoom@gmail.com)  
Tel: 07407 323 525