Privacy Policy for Equine Reiki with Lara

Effective Date: July 2026

Equine Reiki with Lara ("I", "me", "my", or "Equine Reiki with Lara") is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how I collect, use, store, and protect your personal data when you contact me, book a session, visit my website, or use my services.

1. Who I Am

Equine Reiki with Lara provides Reiki treatments for humans, horses and other animals, together with related wellbeing services, events and courses.

If you have any questions about this Privacy Policy or how your information is handled, please contact:

Email: equinereikiwithlara@outlook.com

2. Information I Collect

I may collect the following personal information:

- Your name
- Email address
- Telephone number
- Postal address (where required for appointments only)
- Your health history, as provided by yourself.
- Medical information and consent for you to receive treatments where necessary.
- Details about your horse or animal, including name, age, breed, health information, and relevant behavioural or veterinary information
- Appointment history
- Payment information (although card payments are processed securely by third-party payment providers and I do not store your card details)
- Any messages or correspondence you send me

3. How I Use Your Information

I use your information to:

- ➢ Respond to enquiries
- ➢ Arrange and manage appointments
- ➢ Provide Reiki services
- ➢ Maintain client records
- ➢ Process payments
- ➢ Send appointment confirmations and reminders
- ➢ Comply with legal and tax obligations
- ➢ Improve my services

Where you have given permission, I may also send occasional updates or newsletters. You can opt out of this at any time.

4. Legal Basis for Processing

Under the UK General Data Protection Regulation (UK GDPR), I process personal data because:

- It is necessary to perform a contract with you.
- I have a legitimate interest in running and improving my business.
- I have your consent where required (such as for marketing communications).
- I am legally required to retain certain records.

5. Sharing Your Information

Your personal information will never be sold.

Information may be shared only where necessary with trusted service providers, such as:

- Payment processors
- Website hosting providers
- Email service providers
- Accountants or professional advisers
- Legal or regulatory authorities where required by law

These providers are also expected to protect your information appropriately.

6. Data Storage and Security

I take reasonable technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, or disclosure.

Although every effort is made to keep your information secure, no method of electronic transmission or storage is completely secure.

7. How Long I Keep Your Information

I retain personal information only for as long as necessary to:

- Provide my services
- Meet legal, tax, and accounting obligations
- Resolve disputes

When your information is no longer required, it will be securely deleted or destroyed.

8. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal information
- Ask for the correction of inaccurate information
- Request that I delete your information where appropriate.
- Restrict or object to certain processing
- Withdraw consent where consent is the basis for processing
- Request a copy of your personal information in certain circumstances.
- Lodge a complaint with the Information Commissioner's Office (ICO)

9. Cookies

If my website uses cookies, they may collect information to improve your browsing experience and help the website function correctly.

You can control cookies through your browser settings - a Privacy/Cookie consent pop-up will appear when you visit my website.

10. Third-Party Links

My website may contain links to other websites. I am not responsible for the privacy practices of external websites and encourage you to read their privacy policies.

11. Changes to This Privacy Policy

I may update this Privacy Policy from time to time. Any changes will be published on this page with an updated effective date.

12. Contact

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact:

Equine Reiki with Lara

Email: equinereikiwithlara@outlook.com

Telephone: 07980081172

Information Commissioner's Office (ICO) Reference - ZC206113

If you are unhappy with how your personal information has been handled, you have the right to make a complaint to the Information Commissioner's Office (ICO), the UK's independent authority for data protection.