

Privacy Notice

For clients, studio hirers and people making enquiries

Organisation

Harmonic Haven, operated by Harmonic Egg Hastings Limited

Contact

Kerry Camden | kerrymcamden@gmail.com | Hastings, East Sussex

This notice explains how Harmonic Haven collects, uses, stores and protects personal information when you make an enquiry, create a booking, attend a session, hire the studio or otherwise use our services.

1. Who is responsible for your information?

Harmonic Egg Hastings Limited, trading as Harmonic Haven, is the data controller for the personal information described in this notice. Kerry Camden is the main contact for data-protection questions.

2. What information we may collect

- Identity and contact details, such as your name, email address, telephone number and billing address.
- Booking and payment information, including the service or studio hire requested, dates, prices, invoices and payment status.
- Information you provide in emails, messages, telephone calls, booking forms, questionnaires or conversations.
- For one-to-one wellbeing services, relevant health, mobility, medication, pregnancy, allergy, injury, comfort or accessibility information, together with session notes and consent records.
- For studio hirers, business or group details, insurance information, qualifications, risk assessments, safeguarding information and details of the proposed activity.
- Technical and account information generated through Lemon Booking or our website, such as login, booking and communication records.

Please only provide information that is accurate and relevant. Health information is classed as special-category data and receives additional protection under data-protection law.

3. How we collect information

- Directly from you through Lemon Booking, email, telephone, social media, paper or electronic forms, and in-person conversations.
- From a parent, guardian, carer, organiser or authorised representative where appropriate.
- From payment providers or banks when a payment, refund or reconciliation is processed.
- From publicly available business information where needed to assess a studio-hire request.

4. Why we use your information and our lawful bases

Bookings, enquiries and delivering services

We use ordinary personal information to respond to enquiries, take steps requested before a contract, manage bookings, deliver sessions or studio hire, communicate with you and administer payment. Our main lawful basis is Article 6(1)(b) of the UK GDPR - performance of a contract or steps taken at your request before entering one.

Health and other special-category information

Where a private-client questionnaire or session record includes health information, we use it only where it is relevant to the service, client comfort, suitability, risk management or continuity of care. Our Article 6 basis is

contract and/or legitimate interests, and our additional Article 9 condition is your explicit consent under Article 9(2)(a).

You may withdraw explicit consent for future use of health information at any time by contacting us. Withdrawal does not affect processing that was lawful before withdrawal. We may be unable to provide or continue a service where relevant information is necessary to assess suitability or manage risk.

Legal, financial and business administration

We may use information to keep accounting and tax records, respond to legal claims, manage complaints, protect clients and the studio, prevent fraud, maintain insurance records and operate the business. The lawful bases may be legal obligation under Article 6(1)(c) and legitimate interests under Article 6(1)(f).

Marketing

We will only send optional promotional emails where you have chosen to receive them or where the law otherwise permits. You can unsubscribe at any time. Marketing consent is separate from booking or treatment consent.

5. Who we may share information with

We do not sell personal information. We may share only what is necessary with:

- Lemon Booking and other technology providers that host or support our booking, email, website and record systems.
- Payment providers, banks, accountants, bookkeepers, insurers and professional advisers.
- Contractors or authorised administrative support who are required to keep information confidential.
- Emergency services, safeguarding authorities, regulators, courts or law-enforcement bodies where disclosure is necessary or required by law.
- A parent, guardian, carer or authorised representative where you have agreed or where another lawful basis applies.

Where a supplier processes information for us, we expect it to protect that information and use it only for the agreed purpose.

6. International transfers

Lemon Booking states that its booking data is hosted in the UK. Some other suppliers, such as payment, email or cloud-service providers, may process information outside the UK. Where this occurs, we use providers and safeguards intended to ensure an appropriate level of protection, such as UK adequacy regulations or approved contractual clauses.

7. How long we keep information

We keep information only for as long as reasonably necessary for the purpose for which it was collected, including legal, tax, insurance and complaint-handling needs. Our usual retention periods are:

- Client questionnaires, consent records and session notes: normally 7 years after the last session or contact, unless a longer or shorter period is required by law, insurance or safeguarding circumstances.
- Studio-hire agreements, insurance evidence and related booking records: normally 7 years after the booking or end of the hire arrangement.
- Financial and tax records: normally 6 years after the end of the relevant accounting period.
- Unsuccessful enquiries that do not proceed: normally up to 12 months.
- Marketing records: until you unsubscribe or the information is no longer needed.

These periods should be reviewed if professional-insurance requirements change.

8. How we protect information

We use proportionate technical and organisational measures, including password-protected systems, controlled access, secure providers, device security and confidential handling. Access is limited to people who need the information for their role. No system is completely risk-free, but we take reasonable steps to reduce unauthorised access, loss, misuse or disclosure.

9. Your data-protection rights

Depending on the circumstances, you may have the right to:

- ask for access to your personal information;
- ask us to correct inaccurate or incomplete information;
- ask us to erase information;
- ask us to restrict how information is used;
- object to certain uses, including direct marketing;
- receive certain information in a portable format;
- withdraw consent where consent is the basis relied upon; and
- complain to the Information Commissioner's Office (ICO).

Some rights are not absolute, and we may need to retain certain records where there is a legal, contractual, insurance or safeguarding reason. To exercise a right, email kerrymcamden@gmail.com. We may need to confirm your identity before responding.

10. Children and adults who need support

Where a service involves someone under 18 or an adult who needs support with decision-making, we may need information and consent from a parent, guardian, carer or legally authorised representative. We will only collect information relevant to the booking, service, welfare and safeguarding arrangements.

11. Complaints

Please contact Kerry Camden first at kerrymcamden@gmail.com so we can try to resolve any concern. You also have the right to complain to the Information Commissioner's Office. Current contact details and guidance are available on the ICO website.

12. Changes to this notice

We may update this notice when our services, systems, suppliers or legal obligations change. The current version will be made available through Harmonic Haven and/or the booking system. Material changes will be highlighted where appropriate.

Important for private-client forms

The booking form should include a separate, required statement confirming that the client explicitly consents to Harmonic Haven collecting and using the health information they provide for the purpose of assessing suitability, managing the session and keeping appropriate records. This consent should not be combined with marketing permission.