

IPHM ACCREDITATION

Privacy Policy

Effective Date: 01/09/2026**Business Name: Fae Therapies**

1. Introduction

Fae Therapies is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how I collect, use, disclose, and safeguard your personal data when you interact with my services, or my website.

2. Information We Collect

I may collect the following types of personal information for Clients (Reiki, Indian head massage and Crystal and Energy healing.)

2.1. Contact Information: Full Name, email address, phone number, and mailing address

2.2. Learner / Client Information: Information related to medical and health. Medical histories, allergies or contradictions, emergency contact information on completed Holistic consultation forms including signatures. My personal treatment notes, records of any past sessions, holistic tools used (EG: Crystal placement and layouts if used) and client session and progress notes which may include your client feedback.

For Reiki learners (Students) Full name, email address phone number and mailing address. Holistic Educational background if any, EG: prior experience/levels of Reiki attunements obtained.

To ensure a safe and supportive learning environment Reiki students are asked to confirm and consent by signature that they are feeling fit well and ready to receive the Reiki attunements and teaching. This includes sharing any general physical or emotional updates so that my teaching can be tailored to your comfort and needs

Reiki Students must ensure they acquire and have proof of their own paid student insurance from a reputable insurance company to be able to receive the Reiki training from Fae Therapies, appropriate navigation guidance for this can be offered on request.

2.3. Payment Information: Payment details, where applicable, such as credit/debit card information.

2.4. Communication Data: Records of interactions, including emails, messages, or calls.

2.5. Website Usage Information: When you visit my website, certain technical details are collected automatically to ensure the site functions securely and correctly. This includes basic information such as your IP address, browser type and cookies. I only use this automated data to keep my website running smoothly and to help clients easily navigate my Holistic services and Reiki training information.

3. How I Use Your Information

Your personal information may be used to:

- Provide the Holistic services, or Reiki training, you have requested.
- Process enrolments, bookings, or payments.
- Communicate updates, notices, or important information regarding services.
- Improve my service, website, and user experience.
- Comply with legal or regulatory obligations.

4. Disclosure of Your Information

I truly value your privacy and your data is kept strictly confidential and is only disclosed in the following limited circumstance:

Professional support: With my trusted website booking system, email host or digital payment providers, solely to manage your appointments and transactions securely.

Insurance purposes: If required by my professional insurance provider (Salon Gold) to validate treatment or training records or to manage a professional claim.

Legal requirements: If I am strictly required by law to share information such as protecting your vital safety, responding to a public health requirement, or complying with a legal order.

5. Security Measures

As I run my practice independently, I am personally responsible for ensuring your information is stored safely I use the following security steps:

Digital data Protection: All digital files, client booking details and emails are kept on password protected devices with active security software.

Physical data protection: Any paper consultation forms or training records are stored securely in a locked filing system that only I can access.

Secure Website: My business website uses secure encryption (SSL) to safely protect any information you enter online

Data Breaches: in the highly unlikely event of data breaches, I will notify you and the appropriate data protection authorities immediately.

6. Cookies

My website uses standard “cookies” to improve your browsing experience and help my site run smoothly. cookies are small text files placed on your computer or mobile device when you visit.

I use cookies to:

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- Ensure the website loads quickly and correctly
 - Remember your preferences if you return to the site
 - Manage online booking smoothly
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7. Your Rights

You have the following rights regarding your personal information:

- Access: Request access to the data I hold about you.
- Rectification: Request corrections to inaccurate or incomplete data.
- Erasure: Request deletion of your personal data, where applicable.
- Restriction: Request limitations on how your personal data is processed.
- Data Portability: Receive your data in a structured, commonly used format.
- Withdraw Consent: Withdraw consent for processing your personal information at any time.

To exercise your rights, please contact me directly as the designated contact listed below.

8. Contact Information

Name / Role	Carla Small: Data controller and Founder
Email	carla@faetherapies.co.uk
Telephone	07888942248

9. Changes to this Privacy Policy

"I may update this Privacy Policy from time to time to reflect changes in my practices, services, or legal requirements. Please check this page regularly for any updates."

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