

Privacy Policy

The Well-being Hub

Effective date: July 2026

At The Well-being Hub, your privacy is important to us. This Privacy Policy explains how we collect, use, store and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and, where applicable, the Privacy and Electronic Communications Regulations (PECR). It applies to visitors to our website, prospective clients and clients receiving Sports Massage Therapy, Bowen Therapy, MSTR® Scar Therapy and Nutritional Coaching.

Who We Are

The Well-being Hub provides Sports Massage Therapy, Bowen Therapy, MSTR® Scar Therapy and Nutritional Coaching. If you have any questions about this policy or how your information is used, please contact us at hello@thewbh.co.uk.

Information We Collect

We may collect your name, address, telephone number, email address, date of birth, emergency contact details, relevant medical and health information, lifestyle information relevant to treatment or coaching, appointment history, payment information where applicable, correspondence, and website usage information collected through cookies or analytics.

Why We Collect Your Information

We collect only the information necessary to provide safe, effective and personalised care. Your information helps us assess your suitability for treatment, provide Sports Massage Therapy, Bowen Therapy, MSTR® Scar Therapy and Nutritional Coaching, maintain accurate clinical records, communicate regarding appointments, respond to enquiries, meet legal and professional obligations, and improve our services.

Lawful Basis

We process your personal information under the lawful bases of Contract, Legal Obligation, Legitimate Interests and, where required, Explicit Consent. Health information is processed as special category data only where necessary for the provision of healthcare and wellbeing services and with appropriate safeguards.

Special Category Data

As a therapist and nutritional coach, we collect health information that is classified as special category data. This information is used solely to provide safe, appropriate and effective treatment or coaching and is handled confidentially.

Sharing Information

We never sell your personal information. Information will only be shared with your consent, where required by law, to protect vital interests, with professional advisers or insurers where necessary, or with another healthcare professional at your request.

Storage and Security

We take appropriate technical and organisational measures to protect your information. Paper records are stored securely and electronic records are protected through appropriate security measures. Access is restricted to authorised persons only.

Retention

Client records are retained only for as long as required to meet legal, insurance and professional obligations. When no longer required, records are securely destroyed or permanently deleted.

Your Rights

You have the right to request access to your personal information, request correction of inaccurate data, request erasure where applicable, restrict or object to processing, withdraw consent where processing relies on consent, request data portability where applicable, and lodge a complaint with the Information Commissioner's Office (ICO).

Cookies

Our website may use cookies and similar technologies to improve functionality, analyse website traffic and enhance user experience. Where required, you will be given the opportunity to manage your cookie preferences.

Third-Party Services

Our website and business may use trusted third-party providers such as website hosting, contact forms, appointment systems, payment providers and analytics services. These providers process information only where necessary and in accordance with applicable data protection laws.

Changes

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Contact

For any questions regarding this Privacy Policy or your personal information, please contact:

The Well-being Hub
Email: hello@thewbh.co.uk

Services Covered

This Privacy Policy applies to all services provided by The Well-being Hub, including:

- Sports Massage Therapy
- Bowen Therapy
- MSTR® Scar Therapy
- Nutritional Coaching

Each service may require the collection of relevant health, lifestyle and assessment information to ensure treatment or coaching is safe, appropriate and tailored to your individual needs.