# Booking and Privacy Policy

Effective 17 October 2026

This document sets out the booking arrangements and explains how Bridgeway Integrative Wellbeing uses personal information when you book or attend a session. Please read it before booking.

## 1. Who we are

**Shivaji Rane, trading as Bridgeway Integrative Wellbeing,** is responsible for the personal information described in this policy. Sessions are provided from Suite 21, Geddes House, Livingston, EH54 6GU. You can contact me at contact@bridgewaywellbeing.com or +44 7717 078 615.

## 2. Booking arrangements

| Booking rule | What to expect |
|---|---|
| **Minimum notice** | Book at least 12 hours before the appointment start time. |
| **Advance bookings** | Appointments can be booked up to 2 months ahead. |
| **Available times** | Start times appear at 1-hour intervals, subject to availability and the duration of the service. |
| **Changes and cancellations** | Please reschedule or cancel at least 24 hours before your appointment. If you need to change it within 24 hours, contact me directly. |
| **Online booking fields** | Setmore asks for your name, phone number and email address. |

Any price and payment requirements are shown during booking. If you pay online, the payment provider shown at checkout handles the transaction. Bridgeway does not normally store full card details.

## 3. Appointment consultation form

For an in-person Reiki or Indian Head Massage session, please complete a short consultation form at the appointment, before the session starts. It records your name, appointment date, chosen service, touch preferences, any areas you would like to avoid, pressure preference and your agreement to the session. It does **not** ask for health conditions, diagnoses or medical history. You do not need to explain why you would like an area avoided. You may change your preferences, ask to pause or stop at any time.

The form is a preference and session-consent record, not a medical assessment or health-screening questionnaire. For distant Reiki, the session focus and comfort preferences are discussed during the brief video call instead of completing this in-person form.

## 4. Information collected and why

**Booking information:** name, phone, email, service, appointment time, attendance, changes and payment status. I use this to respond to enquiries, arrange and provide sessions, send service messages and manage business records.

**Appointment form:** service choice, touch and pressure preferences, areas to avoid, and your signed agreement to the session. I use this to respect your preferences and record that you agreed to the session.

**Messages:** information you include in calls, emails or messages, so I can respond and manage your booking.

## 5. Why I may use your information

I use only information relevant to these purposes:

| Purpose | Lawful basis |
|---|---|
| Responding to enquiries, taking bookings and providing the service you request. | Contract or steps you ask me to take before entering a contract (Article 6(1)(b) UK GDPR). |
| Running the practice, communicating about sessions, keeping proportionate records and | Legitimate interests (Article 6(1)(f) UK GDPR), balanced against your rights and expectations. |

| | |
|---|---|
| handling complaints. | |
| Keeping or disclosing records where the law requires it. | Legal obligation (Article 6(1)(c) UK GDPR). |

## 6. Health information

The appointment form does not request health information. If you choose to mention a health concern, or if a limited health question is needed before a session, I will explain why the information is needed and seek your separate explicit consent before recording or relying on relevant details. Health information is special category data. Where it is necessary to provide the service, I may rely on Article 6(1)(b) UK GDPR together with your explicit consent under Article 9(2)(a). I will use only the minimum information needed to assess or adapt the session. If you do not consent and I cannot assess whether the session is suitable, I may need to adapt, postpone or decline it.

You can simply state an area you would like me to avoid without giving a health-related reason. Please do not write medical history or diagnoses on the consultation form.

## 7. Who may receive information

I may share relevant information with Setmore for scheduling; the payment provider shown at checkout; email, telephone or messaging providers; and accountants, insurers or professional advisers where reasonably necessary. I may disclose information to courts, regulators, legal advisers or public authorities where required by law or needed for legal claims. In an urgent situation, I may contact medical or emergency services to protect someone's safety. I do not sell personal information.

## 8. Setmore and transfers outside the UK

Setmore is based in the United States, so booking information may be processed there. Setmore's current Privacy Policy and Data Processing Addendum explain its handling of information. Other providers may also process information outside the UK. Where UK data protection law requires a transfer safeguard, I will use the required safeguard.

## 9. How long I keep information

I keep personal information only for as long as reasonably needed for the purpose collected, including business, insurance, complaint and legal purposes. Basic booking and service records, including the appointment form, may be kept for up to 6 years after your last appointment where needed. Enquiries that do not lead to a booking may be deleted sooner. I review records and securely delete them when no longer needed, unless the law or a valid legal claim requires longer.

## 10. How I protect information

I take reasonable steps to protect information from loss, misuse or unauthorised access. These include using password-protected devices and accounts where possible and limiting access to people and providers who need the information for legitimate business purposes.

## 11. Your rights

Depending on the circumstances, you may ask to access or correct your information, request deletion or restriction, or request a copy in a portable format where that right applies. You may object to processing based on legitimate interests. If I rely on consent for health information, you can withdraw it at any time; this does not affect processing already carried out. Some rights are subject to legal conditions, and I may need to keep limited records for legal, tax or claims purposes.

To ask a question or exercise a right, contact me at contact@bridgewaywellbeing.com or +44 7717 078 615.

## 12. Marketing, under-18s and updates

I will not send marketing unless there is a lawful basis, and you can ask me to stop. Services are generally intended for adults. If a service is offered to someone under 18, appropriate parent or guardian involvement will be required. This policy may be updated; I will make the current version available before or when I collect information.