

## **Infant Massage by Margot Privacy Policy – August 2025**

This Privacy Policy explains how I, **Infant Massage by Margot** and **Happity Limited** collect, use, and protect your personal data when you book or attend a course. It applies to all parents and caregivers who make enquiries, bookings, or attend sessions.

I am committed to protecting your privacy in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and guidance from the Information Commissioner's Office (ICO).

### **1. Who we are**

**Infant Massage by Margot** is the data controller for any personal information you provide directly to me.

**Happity Limited** ([www.happity.co.uk](http://www.happity.co.uk)) is a booking platform and acts as a data processor for managing bookings, payments, and communications related to your course.

Happity uses Stripe, a secure third-party payment processor, to handle payments. Your payment information is sent directly to Stripe and is not stored by me. Stripe has its own privacy and security policies which you can review here: <https://stripe.com/privacy>

### **2. What data we collect**

When you book or enquire about the course via Happity, the following data may be collected:

- Your name and contact details (email, phone number if provided)
- Booking details (course dates, payment status)
- Optional information about your baby (name, age, relevant health information) that helps ensure classes are safe and suitable
- Payment information processed by Stripe via Happity (card details are handled securely by Stripe only)

### **3. Your data held directly by Infant Massage by Margot**

While Happity Limited manages bookings and payments online, I have direct access to some personal information, including:

- Names and contact details of parents / caregivers
- Optional information about your baby relevant to the course (e.g., age, health considerations)
- Notes or communications related to your course

I am responsible for how this data is used, stored, and protected outside Happity's system.

This data is stored securely on password-protected devices, used only to administer the course safely and efficiently, and will not be shared with third parties without your consent, except where legally required.

### **4. How your data is used**

Your information is used for:

- Managing bookings and payments for the Infant Massage Course (via Happity and Stripe)
- Communicating with you about your booking (confirmations, reminders, cancellations, course updates)
- Ensuring the course is safe and suitable for you and your baby (e.g., health information you share)
- Compliance with legal or regulatory obligations

- We will not use your personal data for marketing purposes without your consent.

## **5. Lawful basis for processing**

We rely on the following lawful bases under UK GDPR:

- Contract – to provide the services you book.
- Legal obligation – to meet statutory requirements such as accounting or tax obligations.
- Consent – if you voluntarily share optional health information or opt-in to marketing communications.

## **How your data is stored**

- Data collected directly by me (emails, health information) is stored securely on password-protected devices.
- Booking and payment data is stored by Happity Limited on their secure systems.
- Payments are processed securely by Stripe; card details are not shared with me.
- Personal data will only be kept as long as necessary for course administration and financial record-keeping, after which it will be securely deleted.

## **6. Sharing your data**

I will not sell or share your personal data with third parties, except where legally required.

Booking and payment information is handled by Happity Limited and Stripe, both of whom are data processors. Please see their privacy policies for details:

Happity: <https://www.happity.co.uk/privacy>

Stripe: <https://stripe.com/privacy>

No other third parties will access your information without your consent.

## **7. Your rights**

You have the following rights under UK GDPR:

- Access to personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of data (when no longer required)
- Restrict or object to processing in certain circumstances
- Request portability of your data

Requests are free and will be responded to within one calendar month.

## **8. Cookies and Tracking**

Happity may use cookies or tracking technologies on their website to improve your booking experience. Please refer to Happity's website for details.

## **9. Contact**

For questions about how your data is used or to exercise your rights, please contact:

Margot Williams at Infant Massage by Margot

Email: [infantmassagebym@gmail.com](mailto:infantmassagebym@gmail.com)

For issues regarding bookings via Happity, you can also contact:

Happity Limited

Email: [support@happity.co.uk](mailto:support@happity.co.uk)

Website: [www.happity.co.uk](http://www.happity.co.uk)

### **10. Complaints**

If you are unhappy with how your data is handled, you may contact me first.

You also have the right to complain to the Information Commissioner's Office (ICO):

[www.ico.org.uk](http://www.ico.org.uk)