

# Privacy Policy

## **Freedom of Movement: Massage & Bodywork**

(Revised January 2026)

### **1. General**

This Privacy Policy explains how Freedom of Movement: massage & bodywork (“Freedom of Movement”, “we”, “us”) collects, stores, and processes personal data of website visitors and clients, in accordance with the General Data Protection Regulation (GDPR).

This policy applies to:

- visitors to our website
  - clients receiving massage, bodywork, or related wellbeing services
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### **2. Personal Data We Collect**

Freedom of Movement may collect and process the following personal data:

#### **Website & contact forms**

- Name
- Email address
- Phone number
- Any information you voluntarily provide via contact or booking forms

#### **Client intake & treatment**

- Name, address, place of residence
- Date of birth (where relevant for consent or safety)

- Health-related information relevant to massage or bodywork (e.g. injuries, medical conditions, contraindications)
- Session notes necessary for continuity of care

#### **Financial & administrative**

- Invoice details (name, address, invoice date, service provided, amount)
- Payment status

Emails or messages sent to us may be stored as part of normal business communication.

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### **3. Purpose of Data Processing**

Your personal data is processed only for legitimate purposes, including:

- Providing massage and bodywork services safely and professionally
- Scheduling appointments and communicating with clients
- Maintaining client records and treatment notes
- Invoicing and financial administration
- Legal obligations (tax and record-keeping requirements)
- Improving our services and website
- Sending relevant service-related information (no unsolicited marketing)

Health-related data is processed **only with your explicit consent** and solely for the purpose of providing appropriate treatment.

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## 4. Legal Basis for Processing

Personal data is processed based on one or more of the following GDPR grounds:

- Performance of an agreement (providing services)
  - Legal obligation (administration and tax)
  - Legitimate interest (business operations and communication)
  - Explicit consent (health data and intake forms)
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## 5. Data Retention

- Client and financial records are stored for **7 years**, in accordance with Dutch tax law.
  - Health-related intake and treatment notes are stored securely and only as long as necessary for professional practice.
  - Data is deleted or anonymised once it is no longer required.
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## 6. Confidentiality & Data Security

Freedom of Movement treats all personal and health-related data as strictly confidential.

Appropriate technical and organisational measures are used to protect data against loss, misuse, unauthorised access, or disclosure. While every effort is made to protect your data, complete security cannot be guaranteed.

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## 7. Sharing of Data with Third Parties

Personal data is **not sold or shared** with third parties, except when:

- required by law

- necessary for financial administration (e.g. accountant)
- using trusted service providers (such as booking or email systems), with whom data processing agreements are in place

Where third-party processors are used, Freedom of Movement ensures GDPR-compliant data processing agreements are in place.

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## **8. Your Rights**

You have the right to:

- access your personal data
- request correction or deletion
- withdraw consent (where applicable)
- object to certain data processing
- request data portability

Requests can be submitted via email (see contact details below).

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## **9. Changes to This Privacy Policy**

Freedom of Movement reserves the right to amend this Privacy Policy. Any changes will be published on the website. Continued use of the website or services implies acceptance of the updated policy.

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## **10. Cookies & Website Use**

The website may use functional and analytical cookies to improve user experience.

- Google Analytics is configured to anonymise IP addresses.
- No personally identifiable data is shared with third parties for advertising purposes.

By continuing to use the website, you consent to the use of cookies as described in this policy.

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## 11. Disclaimer – Bodywork & Wellbeing

Massage and bodywork services are not a substitute for medical diagnosis or treatment. Clients are advised to consult a qualified healthcare professional for medical concerns.

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## 12. Contact Details

For questions, requests, or complaints regarding this Privacy Policy, you can contact:

**Freedom of Movement: massage & bodywork**

Email: [vicki@movewithfreedom.nl](mailto:vicki@movewithfreedom.nl)

KvK: 83951156

Location: *Koningsteinstraat 27, 2012 VB Haarlem*

If you believe your data is being handled incorrectly, you also have the right to file a complaint with the **Autoriteit Persoonsgegevens**.