



Maitri Massage Studio

Privacy Policy

Effective Date: 25.07.2025.

Maitri Massage Studio ("we," "our," or "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data in compliance with the General Data Protection Regulation (GDPR).

1. Data Controller

Maitri Massage Studio
21 The Laurels, Harbour Road, Balbriggan
maitri@maitri-massagestudio.com
085 776 6751

2. Personal Data We Collect

We may collect the following types of personal data:

- **Identity Data:** Full name, date of birth, and gender.
- **Contact Data:** Address, email address, and phone number.
- **Health Data:** Information you provide regarding your health to ensure the safety and effectiveness of our treatments.
- **Transaction Data:** Payment details and history of purchases.
- **Technical Data:** IP address, browser type, and other details from your use of our website.
- **Visual Date:** CCTV footage recorded in the entrance hallway for security purposes.

3. How We Use Your Data

We use your data for the following purposes:

- To provide massage and related services.
- To maintain records of your treatments.
- To communicate with you about appointments and promotions (if you have consented).
- To ensure the safety and security of clients, visitors, and the premises through CCTV surveillance.
- To comply with legal and regulatory requirements.

4. Legal Basis for Processing

We process your personal data based on one or more of the following legal grounds:

- Your **explicit consent**, particularly for health data.
- To fulfill a **contract** with you (e.g., booking appointments).
- To comply with our **legal obligations**.

- Our **legitimate interests**, such as improving our services and maintaining safe environment through security measures like CCTV.

5. CCTV Surveillance

We use CCTV in the entrance hallway to monitor who enters and exits the treatment area for security reasons. The camera does not record inside the treatment room, and client privacy during treatment is fully respected.

Footage is stored and deleted after 72 hours unless needed for a specific incident. Access is restricted and footage is only shared with law enforcement or upon a valid access request.

6. Sharing Your Data

We do not sell or share your data with third parties for marketing purposes. However, we may share your data:

- With service providers (e.g., booking platforms or payment processors).
- When required by law or to protect our rights.
- With law enforcement authorities when footage or personal data is necessary for security investigations.

7. Data Retention

We retain your data only for as long as necessary for the purposes outlined above or as required by law.

- Health and treatment records: Retained for 5 years.
- Transaction data: Retained for 6 years in compliance with tax laws.
- CCTV footage: Retained for a maximum of 72 hours unless required for an incident investigation.

8. Your Rights

Under the GDPR, you have the following rights:

- The right to access your personal data.
- The right to correct or update your data.
- The right to request the deletion of your data ("right to be forgotten").
- The right to restrict or object to processing.
- The right to data portability.
- The right to lodge a complaint with a supervisory authority.

To exercise your rights, contact us at maitri@maitri-massagestudio.com.

9. Data Security

We take appropriate measures to protect your data from unauthorized access, disclosure, or misuse. These include secure storage systems, encryption, and regular data audits. CCTV footage is stored securely and access is limited to authorized personnel only.

10. Cookies and Website Use (if applicable)

If our website uses cookies, we will provide a detailed Cookie Policy outlining their use and your choices.

11. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available at www.maitri-massagestudio.com.

12. Contact Us

For any questions or concerns about this Privacy Policy or how we handle your data, please contact us:

Email: maitri@maitri-massagestudio.com

Phone: 085 776 6751

Address: 21 The Laurels, Harbour Road, Balbriggan