Privacy Notice & Cookies Policy

At Kath Griffin Kinesiology & Massage, we are committed to maintaining the trust and confidence of our visitors to our website and subscribers to our newsletter, as well as paper records for our patients. Here you'll find information on how we treat data that we collect from visitors to our practice, our website, or when someone subscribes to our newsletter.

Patient Records on File

All client data and records kept on paper file, are held in a secure filing cabinet, which is locked on site at our clinic at Naturality Wellness Centre, 42 Lower Kings Rd, Berkamsted, HP4 2AA. These records are safeguarded and maintained by Kath Griffin, and can only be accessed by her.

Visitors to our Website

When someone visits https://kathgriffin.co.uk/ we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. You can find more information on how cookies are used on this website in the Cookies Policy below.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Newsletter Sign Up

As part of the registration process for our monthly e-newsletter, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice.

You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer Kath Griffin.

Booking System

As part of the registration process to book sessions, we collect personal information, for appointment reminders and to supply the door entry code.

We use a third party provider, ClinicOffice, to deliver this service. We gather statistics around bookings and clicks using industry standard technologies to help us monitor and improve. For more information, please see Pioneer's Privacy Notice.

Links to Other Web Sites

This privacy notice does not cover the links within this site linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

People who contact us via social media

We use a third party provider, Facebook to promote our social media interactions.

If you send us a private message via social media the message will not be shared with any other organisations. For more information, please see Facebook's privacy notice.

Access to Your Personal Information

You are entitled to access the personal information that we hold. Email your request to our data protection officer Kath Griffin.

Changes to this Privacy Notice

We keep our privacy notice under regular review. This privacy notice was last updated on 25 April 2018.

Cookies Policy

We use a system of classifying the different types of cookies which we use on the Website, or which may be used by third parties through our websites. The classification was developed by the International Chamber of Commerce UK and explains more about which cookies we use, why we use them, and the functionality you will lose if you decide you don't want to have them on your device.

What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your personal computer, mobile or other device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

How long are cookies stored for?

Persistent cookies - these cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.

Session cookies - these cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience.

You can find more information about cookies at www.allaboutcookies.org and www.youronlinechoices.eu.

Cookies used on the Website

Strictly necessary cookies. These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies. These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Third party cookies

These cookies allow third parties to track the success of their application or customise the application for you. Because of how cookies work we cannot access these cookies, nor can the third parties access the data in cookies used on our site.

For example, if you choose to 'share' content through Twitter or other social networks you might be sent cookies from these websites. We don't control the setting of these cookies, so please check those websites for more information about their cookies and how to manage them.