

Privacy Policy

This privacy policy explains how Revitalise ME LTD ("Revitalise ME Clinic", "we", "us" or "our") collects, uses, stores, shares and protects personal information.

It applies to clients, prospective clients, website visitors and other individuals who contact or use our services.

Revitalise ME will be covering within this policy:

- What information do we collect about you?
- How will we use the information about you?
- Health and medical information
- How long will we hold your consultation records?
- Marketing
- Your data protection rights and Subject Access Requests
- Data protection complaints
- Use of cookies and website information
- Third-party service providers
- Data security and data breaches
- Other websites
- Changes to our privacy policy
- How to contact us

Relevant data protection legislation

Revitalise ME processes personal information in accordance with applicable UK data protection legislation, including:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Data (Use and Access) Act 2025
- Privacy and Electronic Communications Regulations 2003 (PECR), where applicable

What information do we collect about you?

Specific Collection of Personal Identifiable Information

We may collect and store personal information including your name, address, telephone number, email address, date of birth and information relating to enquiries, appointments, treatments, products and services.

Where you receive clinical or aesthetic treatments, we may also collect information about your health, medical history, medications, allergies, previous treatments, treatment plans, consultation notes, consent records and treatment photographs where appropriate.

We collect information when you contact us through our website, email, telephone, social media, in person, at events, through surveys or feedback, and when you book or receive our services.

How will we use the information about you?

We will only use personal information where we have a lawful basis to do so. Depending on the circumstances, this may include performing a contract with you, taking steps at your request before

entering into a contract, complying with a legal obligation, protecting vital interests, pursuing our legitimate interests where appropriate, or relying on consent where required.

We may use your information to:

- Respond to enquiries and communicate with you.
- Manage bookings, consultations and treatment records.
- Assess treatment suitability and provide safe and appropriate services.
- Process payments, orders and purchases.
- Maintain accurate business, accounting and regulatory records.
- Manage complaints, incidents, insurance matters or legal claims.
- Improve our services and client experience.
- Send marketing communications where permitted and where you have the right to opt out.

Enquiry / Contact / Request Forms

Information submitted through an enquiry, contact or request form will be used to respond to your enquiry and provide the information or service you have requested.

Consultation / Treatment Records

We require accurate personal and medical information to assess whether a treatment or service is suitable and to provide safe care. Client records are stored using our clinic management systems, including Phorest where applicable.

Please tell us if information you have provided changes so that we can keep your records accurate and up to date.

Health and medical information

Information about your health is special category personal data and receives additional protection under UK data protection law. We will only process health and medical information where we have a lawful basis and an appropriate condition for processing special category data.

We will only collect information that is relevant to the services we provide and will restrict access to those who need the information for their role.

Purchases, Deliveries and Payments

Where you purchase products or services, we may process contact, delivery, invoice and transaction information in order to fulfil your order and meet our accounting and tax obligations.

Card payments are processed through our payment service provider(s). We do not use payment information for any purpose other than processing transactions, dealing with refunds or meeting legal and accounting requirements.

How long will we hold your consultation records?

We retain client and treatment records only for as long as necessary for the purposes for which they were collected and to meet applicable legal, regulatory, insurance and professional requirements.

As a general clinic retention period, consultation and treatment records may be retained for up to seven years following the last treatment or service, unless a longer or different period is required because of the individual's age, the nature of the treatment, an ongoing complaint or claim, or another legal, regulatory, professional or insurance requirement.

Other records, including financial and business records, are retained in accordance with the relevant statutory and business retention requirements.

Marketing

We may contact you about products, services, clinic news or offers where we are permitted to do so. Where consent is required, we will only send marketing communications where you have provided that consent.

You can opt out of marketing at any time by using the unsubscribe option in an email or by contacting us at info@revitaliseme.co.uk. Opting out of marketing will not prevent us from sending service messages that are necessary in relation to an appointment, treatment, payment or other service you have requested.

Website information

When you visit revitaliseme.co.uk, certain technical information may be collected, such as your IP address, browser type, device information, date and time of access, pages visited and the website that referred you to us. Some of this information may constitute personal data and will be handled in accordance with applicable data protection legislation.

Information submitted voluntarily through our website, including contact forms, will be used for the purpose for which it was provided.

Use of cookies

Cookies are small text files placed on your device when you visit a website. They may be necessary for the website to operate, remember preferences, support security, or help us understand how the website is used.

Where required by law, non-essential cookies will only be used with your consent. You can manage your choices through our website cookie controls and your browser settings.

The cookies and technologies used on our website may change from time to time. Our website cookie banner or cookie notice should be read for the current categories of cookies in use and the choices available to you.

Third-party service providers

We use carefully selected third-party providers to support the operation of the clinic and our services. These may include:

- Clinic management and booking systems, including Phorest.
- Payment processing providers.
- Website hosting, maintenance and analytics providers.
- Email, communications and IT service providers.
- Professional advisers, insurers and accountants.
- Healthcare professionals, laboratories or other service providers where this is necessary for a service you have requested or where another lawful basis applies.

Where a provider processes personal information on our behalf, we require appropriate contractual and data protection arrangements. We do not sell your personal information.

If personal information is transferred outside the UK, we will ensure that an appropriate lawful transfer mechanism or safeguard is in place where required by UK data protection law.

Your data protection rights

Depending on the circumstances, you may have the right to:

- Be informed about how your personal information is used.
- Access the personal information we hold about you.

- Ask us to correct inaccurate or incomplete information.
- Ask us to erase personal information where the right applies.
- Ask us to restrict processing in certain circumstances.
- Object to certain types of processing.
- Receive certain personal information in a portable format where the right applies.
- Withdraw consent at any time where we rely on consent.
- Raise concerns about certain automated decision-making, where applicable.

Subject Access Requests

You have the right to request access to the personal information we hold about you. This is known as a Subject Access Request (SAR). A request can be made verbally or in writing, including by contacting us using the details below.

We will respond without undue delay and normally within one month of receiving a valid request. We may ask for information to confirm your identity where this is necessary and proportionate. In most circumstances, no fee will be charged. The law allows a reasonable fee in limited circumstances, including certain manifestly unfounded or excessive requests or requests for further copies.

Data protection complaints

If you have concerns about how Revitalise ME has collected, used, stored, shared or otherwise handled your personal information, please contact us in the first instance using the details below.

We will provide an accessible way for you to raise a data protection complaint, acknowledge receipt within 30 days, investigate the matter appropriately and respond without undue delay. We will inform you of the outcome and any action taken where appropriate.

If you remain dissatisfied, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

Data security

We use appropriate technical and organisational measures to protect personal information against unauthorised access, accidental loss, alteration, disclosure or destruction. Access to client information is restricted according to role and business need.

If a personal data breach occurs, we will investigate and record it and, where legally required, notify the ICO within the applicable statutory timescale. Where a breach is likely to result in a high risk to an individual's rights and freedoms, we will also inform affected individuals without undue delay where required.

Automated decision-making

We do not currently use solely automated decision-making to make decisions about clients that produce legal or similarly significant effects. If this changes, we will provide appropriate information and safeguards as required by law.

Other websites

Our website and social media pages may contain links to third-party websites. This privacy policy applies to Revitalise ME only. We are not responsible for the privacy practices of other websites, and you should read their privacy notices before providing personal information.

Changes to our privacy policy

We keep this privacy policy under regular review and will update it when our services, systems or legal requirements change.

Last updated: September 2026.

How to contact us

If you have questions about this privacy policy, wish to exercise your data protection rights, or want to make a data protection complaint, please contact:

Revitalise ME LTD
Unit 3 Heritage Courtyard
Sadler Street
Wells, Somerset BA5 2RR
Telephone: 01749 673813
Email: info@revitaliseme.co.uk