



## Spa Consultation Form

Name: ..... Date of Birth: .....

Address: .....

..... Post Code: .....

Contact Number: ..... Emergency Contact: .....

Email Address: .....

Occupation: .....

Is this your first visit to Crantock Bay Spa? Yes ( ) No ( )

How did you hear about us? .....

Please tick boxes if you suffer from any of the following:

Allergies (inc Food)	High/Low Blood Pressure	Any Surgery in the last 12 months	
Diabetes	Nerve Damage	Pregnant	
Epilepsy/ Fainting /Seizures	Heart Conditions	Breast Feeding	
Back problems or pain	Circulatory Problems	Taking any Medication	
Eczema/dermatitis/psoriasis	Headaches or Migraines	Any history of Cancer/lymph removal	
Long Covid Symptoms	Digestive Conditions	Other	

If you have ticked any boxes, please give details:

.....

Due to the nature of our business and while we take steps to minimise the risk of cross contamination, we cannot guarantee that any of our products are safe for people with nut, wheat, or other severe allergies.

What and when was your last treatment/massage/therapeutic or other.

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At times we may need to adapt your treatment to suit your present needs.

### CONSENT AND AGREEMENT

I certify that the above statements are true and correct therefore I give my consent and authorisation for my treatment to be carried out.

Client Signature : .....Date : .....

Therapist Signature: .....Date: .....

Today's treatment: .....

# PRIVACY POLICY

This is Crantock Bay Spa's privacy policy. We are located at Crantock Bay, Crantock, Cornwall, TR8 5SE and you can email us at [spa@crantockbay.co.uk](mailto:spa@crantockbay.co.uk). This privacy policy explains how we use any personal information we collect about you and why we collect it.

## What information do we need?

We need your contact details. I.e. Your name, phone number, address, postcode and email address. We will also need information about your age and health for a treatment to go ahead.

## Why do we need it? How will we use it and how long will we retain it?

We need all the details above to ensure that it is safe for us to provide your requested treatments and for insurance purposes. We will store your information for 7 years after the date of your treatment, or for 7 years after you have reached the age of 18, if you are/were under 18 when your treatment took place. Our lawful basis for processing this personal information is 'contract'. This means that we have a legal reason to ask you for your data because we need it for contractual reasons. You do not have to share your personal data with us, but if you do not, we are unable to offer you a treatment at Crantock Bay Spa. You must fulfill your side of the contract (share your personal information) for us to fulfill ours (carry out treatment).

## Marketing

We would also like to send you information about the products and services we offer using the information you have shared with us but you do not have to agree to this for treatment to go ahead.

If you agree to being contacted for marketing purposes using the following methods, please tick the relevant boxes to give your consent.

Email  Phone

You may withdraw this consent at any time by emailing us at [spa@crantockbay.co.uk](mailto:spa@crantockbay.co.uk) or calling us on 01637 830229.

## Will we share your information?

We will not share your information with anyone outside of Crantock Bay Spa.

## Who can I complain to if I feel you are not handling my Data correctly?

Please contact us if you have any questions about this privacy policy or the information we hold about you. This can be done via email ([spa@crantockbay.co.uk](mailto:spa@crantockbay.co.uk)) or post (Crantock Bay Spa, Crantock, Cornwall, TR8 5SE). If you believe we are not handling your data correctly you have a right to make a complaint, this should be sent to us using the above contact details. If you are unhappy with our response, you should then contact the ICO (independent commissioner's office) by contacting them or using the following web page <https://ico.org.uk/concerns/>

Client signature:

Date:

*Thank you,*  
*The Spa Team* 😊