PRIVACY POLICY

Data protection · massageprobienetre.fr · Services for private individuals | Last updated: 26 October 2026

Translation of the original French document. In case of any discrepancy, please refer to the French version. Legal review is recommended before final publication.

This policy explains the processing of personal data that may take place when visiting the website, making an enquiry, having an introductory call or booking an energy session in person or remotely. It is drawn up with reference to the GDPR and French data protection law.

01 Data controller and contact details

Audrey Pinaud — EI MASSAGE PRO BIEN ÊTRE, SIRET: 532 101 235 00028, publishes massageprobienetre.fr and remains the controller for processing connected with her activity. For enquiries about personal data or to exercise your rights: audrey@massageprobienetre.fr.

Location of in-person services: Tiers lieu Yoga Searcher, 164 chemin Pouchuc, 40230 Bénesse-Maremne. This appointment location is not presented as Audrey Pinaud's private residential address.

02 Categories of data concerned

Depending on your actions, the website or booking tools may process: first and last name, email address and phone number; the requested service, chosen time slot and information needed for booking; correspondence by email, contact form or during an introductory call; information useful for arranging in-person or remote sessions; and technical data on browsing, security and, depending on the website configuration, cookie choices.

Users are asked not to provide diagnoses, medical records or sensitive information unnecessary for their request.

03 Bookings, introductory calls and remote sessions

The website refers to Bloomcal as its appointment-management solution. Information provided may be used to confirm a booking, arrange the chosen service, notify clients of changes and handle administrative follow-up. An introductory call or remote session may involve an additional technical provider depending on the communication method used; the client must be informed of the arrangements before use.

04 Contact forms and correspondence

Where a contact form is offered, the information submitted is processed to read the request, respond and follow up. Email correspondence serves the same purposes. Information is shared only with authorised people or service providers who need it.

05 Potential health or sensitive information

Before certain in-person sessions, Audrey Pinaud may ask the recipient to disclose contraindications, allergies or sensitivities relevant to their safety. This information is not used to make a medical diagnosis.

If health data is in fact collected, suitable information, enhanced confidentiality measures and a processing condition compliant with Article 9 of the GDPR are required, including explicit consent where that basis is relied upon. Collection must be strictly limited to what is necessary.

06 Purposes and legal bases for processing

Bookings and delivery of services: responding to requests, arranging appointments, providing services and managing client relationships; pre-contractual steps or performance of a contract, as appropriate.

Correspondence and enquiries: responding to messages and requests for information; legitimate interest in answering enquiries or pre-contractual steps where a booking is being considered.

Accounting and legal obligations: keeping records needed for invoicing and legal compliance; legal obligation.

Website security and operation: preventing technical incidents, protecting access and ensuring reliable operation; legitimate interest, subject to individuals' rights.

Non-essential cookies and trackers: recording and respecting user preferences; consent where required.

07 Recipients and technical service providers

Data is not sold or rented to third parties for commercial purposes. It may be accessed by Audrey Pinaud and, within the limits of their responsibilities, by technical or booking service providers: Bloomcal for appointments, Hostinger for hosting, maintenance contractors and tools actually used for the WordPress website and its design through Divi.

Google reviews or links to Instagram and Facebook may lead users to third-party services. A simple link does not necessarily entail data being sent to those third parties from the website; active integrations should be reviewed technically.

08 Hosting and potential transfers

The website is hosted by Hostinger. Booking, communication or hosting providers may process data on their own infrastructure. Where personal data is transferred outside the European Economic Area, the safeguards required by the GDPR must be implemented and described according to the providers actually used.

09 Retention periods

Data is kept for a period appropriate to its purpose: as long as necessary to handle enquiries, arrange and follow up appointments and, for accounting records or documents subject to legal obligations, for the periods required by law. When no longer needed, data is deleted or anonymised as appropriate.

10 Security and confidentiality

Reasonable measures aim to protect information against unauthorised access, loss, alteration and disclosure. The website uses HTTPS; administrative access should be restricted to authorised people and secured with authentication mechanisms. Maintenance and backups may be carried out.

11 Cookies and other trackers

The website may use trackers essential to operation, security, booking or remembering a visitor's choice. Where permitted by law, such strictly necessary trackers can be used without prior consent, while providing appropriate information.

Other trackers, including those linked to analytics, advertising or third-party integrations, may require prior consent and must not be activated before consent has been given. Visitors should be able to accept, refuse and change their choice equally easily, using a cookie-management mechanism where one is in place.

Detailed information about trackers actually used (purposes, providers and retention periods) must be kept up to date and made available through the cookie notice or consent-management tool.

12 Individuals' rights

Subject to the conditions laid down by law, individuals can request access to, rectification or erasure of their data, restriction of processing, object to certain processing and, where applicable, receive their data in a portable format. They may withdraw consent without affecting the lawfulness of earlier processing.

13 Exercising your rights

Requests can be sent to audrey@massageprobienetre.fr. Where there is reasonable doubt, strictly necessary information may be requested to verify identity. Requests will be answered within the applicable legal deadlines.

14 Complaint to the CNIL

If, after contacting Audrey Pinaud, someone considers that their rights have not been respected, they may lodge a complaint with the French data protection authority, the Commission nationale de l'informatique et des libertés (CNIL): www.cnil.fr.

15 Changes to this policy

This policy may be adapted to reflect changes in services, website features, providers or legislation. Its last-updated date appears at the start of this document.