
Privacy Policy – Pilgrim Podiatry

Effective Date: 12/02/2026

Pilgrim Podiatry (“we”, “our”, “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect personal information when you visit our website:

www.pilgrimpodiatry.com

or interact with our services.

1. Who We Are

Pilgrim Podiatry is a podiatry service provider based in the United Kingdom.

For the purposes of data protection law, Pilgrim Podiatry is the “data controller” of your personal information.

Business Name: Pilgrim Podiatry

Website: www.pilgrimpodiatry.com

Email: stephen@pilgrimpodiatry.com

Phone: 01752 916 023

Address: 1 Woodford Crescent, Plympton, Plymouth, Devon, PL7 4QY.

2. Information We Collect

We may collect and process the following types of personal data:

a) Information You Provide Directly

When you contact us, complete a form, or book an appointment, you may provide:

- Name
- Email address
- Telephone number
- Appointment details
- Relevant medical or health-related information required for treatment

b) Information Collected Automatically

When you use our website, we may collect:

- IP address
 - Browser type and version
 - Pages visited
 - Time and date of visit
 - Device information
 - Cookies and website usage data
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3. How We Use Your Information

We use personal information to:

- Respond to enquiries
- Provide podiatry care and services
- Manage bookings and appointments
- Communicate with you regarding your appointment or treatment
- Maintain accurate clinical records
- Improve our website and service delivery
- Comply with legal and regulatory obligations

We will only use your information where we have a lawful basis to do so under UK GDPR.

4. Lawful Bases for Processing

We process personal data under the following lawful bases:

- **Consent** – where you have given clear permission
 - **Contract** – to provide healthcare services requested
 - **Legal obligation** – for clinical record keeping and compliance
 - **Legitimate interests** – improving services and website functionality
 - **Vital interests** – where required for health and safety
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5. Special Category Data (Health Information)

Health information is classed as “special category data” under UK GDPR.

We only collect and use health-related information when necessary to provide safe and appropriate treatment, and we handle it with strict confidentiality and security.

6. Online Booking

Our website provides an online booking service. When you book an appointment, we may collect personal details such as your name, contact information, and appointment preferences.

Booking data is used solely for:

- Scheduling appointments
- Providing podiatry services
- Communicating with you about your booking

Online booking services may be operated through trusted third-party platforms. These providers are required to process your data securely and in compliance with UK GDPR.

7. Payments and Third-Party Payment Processors

Pilgrim Podiatry does not process or store card payment details directly.

Payments are handled securely through third-party payment providers such as:

- **Stripe**
- **SumUp**

When making a payment, your payment information is processed by these providers under their own privacy policies and security standards.

We encourage you to review their privacy policies:

- Stripe Privacy Policy: <https://stripe.com/privacy>
- SumUp Privacy Policy: <https://sumup.co.uk/privacy>

Pilgrim Podiatry only receives confirmation of payment and relevant transaction details (such as payment status), not your full card details.

8. Sharing Your Information

We do not sell or rent your personal information.

We may share your data only where necessary, including with:

- Healthcare professionals involved in your care (where appropriate)
- Online booking or administrative service providers
- Payment processors (for transaction handling only)
- Legal or regulatory bodies where required by law

All third parties are required to protect your data appropriately.

9. Data Storage and Security

We take appropriate technical and organisational measures to safeguard your personal information, including:

- Secure systems and encrypted services where applicable
- Confidential handling of patient records
- Restricted access to authorised personnel only

We retain personal data only for as long as necessary to fulfil its purpose and meet legal or professional obligations.

10. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Object to processing
- Request restriction of processing
- Request data portability
- Withdraw consent at any time

To exercise these rights, contact us @ stephen@pilgrimpodiatry.com

11. Cookies



Our website may use cookies to improve your browsing experience and analyse site traffic.

Cookies are small files stored on your device. You can control or disable cookies through your browser settings.

12. Third-Party Links

Our website may include links to external websites.

We are not responsible for the privacy practices of those sites, and we recommend reviewing their privacy policies.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

14. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Pilgrim Podiatry

Email: stephen@pilgrimpodiatry.com

Phone: 01752 916 023

Address: 1 Woodford Crescent, Plympton, Plymouth, Devon, PL7 4QY.