

Northern Steam Privacy Policy

Privacy Policy

Effective Date: 18/05/2026

Business Name: Northern Steam

Website: <https://northern-steam.co.uk/>

Contact Email: info@northern-steam.co.uk

Phone Number: 07427261578

1. Introduction

This Privacy Policy explains how Northern Steam (“we”, “our”, or “us”) collects, uses, stores, and protects your personal information when you:

- Visit our website;
- Make a booking for sauna hire or related services;
- Contact us by email, phone, social media, or online forms;
- Subscribe to marketing communications; or
- Interact with us in any other way.

We are committed to protecting your privacy and handling your personal information in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

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

- Full name
- Email address
- Phone number
- Billing and payment information
- Booking details

- Address or event location
- Health or accessibility information you choose to provide
- Messages or enquiries submitted through our website or social media

3. How We Use Your Information

We use your personal information to:

- Process and manage bookings
- Provide sauna hire and related services
- Communicate regarding bookings or enquiries
- Process payments
- Improve our website and services
- Send marketing communications where permitted
- Comply with legal obligations
- Protect against fraud or unlawful activity

4. Legal Basis for Processing

Under UK GDPR, we rely on:

- Contractual necessity
- Legitimate interests
- Consent
- Legal obligations

5. Payments

Payments may be processed by third-party providers. We do not store full payment card details on our systems.

6. Online Booking Systems

We may use third-party booking software to manage reservations. We take reasonable steps to ensure providers handle data securely.

7. Marketing Communications

You may opt in to receive:

- Special offers
- Service updates
- Events or promotions
- Business news

You can unsubscribe at any time.

8. Cookies

Our website may use cookies to:

- Improve functionality
- Analyse website traffic
- Remember user preferences
- Support booking functionality

9. Sharing Your Information

We may share information with:

- Payment processors
- Booking software providers
- IT and website providers
- Professional advisers
- Authorities where legally required

10. Data Retention

We retain personal information only as long as necessary for legal, operational, and contractual purposes.

11. Data Security

We implement reasonable technical and organisational security measures, although no online transmission can be guaranteed completely secure.

12. Your Rights

Under UK data protection law, you may have rights to:

- Access your data
- Correct inaccurate data
- Request deletion
- Restrict processing
- Withdraw consent
- Transfer data
- Lodge a complaint with the ICO

13. Third-Party Links

We are not responsible for third-party website privacy practices.

14. Children's Privacy

Our services are not intended for children under 16.

15. Changes to This Privacy Policy

We may update this policy periodically.

16. Contact Us

Northern Steam

Spennymoor, County Durham, United Kingdom

Email: info@northern-steam.co.uk

Phone: 07427261578

17. Complaints

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

Phone: 0303 123 1113