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# **Privacy Policy**

# Effective Date: 1st May 2025

## **1. Introduction**

At The Elemental House, your trust means everything to us. We are committed to respecting and protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you interact with us — whether that’s through our website, by email, or during the courses and services we provide.

We’re based in the United Kingdom and we comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions after reading this, feel free to get in touch with us — we’re always happy to help.

## **2. Who We Are**

We offer services, courses, and activities for young people.

Our contact details are:

* Email: elementalhouse@icloud.com
* Website:wwww.elementalhouse.co.uk
* Postal Address: ‘available on request’

For the purposes of data protection law, we are the “Data Controller”.

## **3. What Personal Information We Collect**

We only collect information that is necessary and relevant to the services we provide. This may include:

* Personal details: name, date of birth, contact information (email address, phone number)
* Parent or guardian information (for under 18s)
* Educational details: relevant learning needs, preferences, or accessibility requirements
* Payment information (handled securely via trusted payment processors)
* Website usage information: cookies, IP address, and browsing behaviour (see Section 8)
* Communication records: emails, messages, and notes from our interactions

We take extra care with any information relating to children and young people.

## **4. How We Use Your Information**

We use your personal data to:

* Provide our courses, services, and activities
* Communicate with you about bookings, classes, updates, and resources
* Tailor our teaching and support to meet your or your young person’s needs
* Process payments and manage accounts
* Send newsletters, course updates, and information you have opted in to receive
* Monitor and improve our services
* Meet our legal obligations (for example, safeguarding requirements)

We will always make sure our use of your data is lawful, fair, and transparent.

## **5. Sharing Your Information**

We respect your privacy — we will never sell your information.

We only share your information with:

* Service providers: trusted partners who help us run our website, manage communications, or process payments (e.g., Wix, Stripe, or other GDPR-compliant services)
* Regulatory bodies: if we are legally required to for safeguarding or law enforcement purposes
* Third parties with your explicit consent: for example, if you request a referral to another service

All service providers we work with must meet strict data protection requirements.

## **6. How We Protect Your Information**

We are committed to keeping your information secure. We have measures in place to protect your data from being accidentally lost, used, accessed, altered, or disclosed in an unauthorised way.

These include:

* Password-protected systems
* Encrypted communications where possible
* Regular data audits
* Restricting access to personal information to only those who need it

If there’s ever a serious data breach, we will inform you and the Information Commissioner’s Office (ICO) as required by law.

## **7**

## **. How Long We Keep Your Information**

We will only keep your information for as long as necessary:

* For ongoing services: we keep records for as long as you are an active learner or client
* After services end: we keep essential information for up to 7 years for safeguarding, financial, or legal reasons
* For marketing emails: you can unsubscribe at any time and we will remove your data promptly

We review our retention periods regularly.

## **8. Cookies and Website Use**

Our website may use cookies to:

* Make the site work properly
* Improve your experience
* Understand how you use our site

You can control or disable cookies in your browser settings.

Our website is hosted by [Wix] and their privacy policies apply to any basic data collection on site.

For full details, please see our [Cookie Policy] (link to be added if you have a separate one).

## **9. Your Rights**

You have rights under UK data protection law, including:

* The right to access your personal data
* The right to correct inaccurate data
* The right to request deletion (“the right to be forgotten”)
* The right to restrict or object to how we use your information
* The right to data portability
* The right to withdraw consent for marketing at any time
* The right to complain to the Information Commissioner’s Office (ICO)

If you would like to exercise any of these rights, please contact us at elementalhouse@icloud.com.

## **10. Updates to This Policy**

We may update this Privacy Policy occasionally to keep it accurate and relevant.

We’ll always post the new version on our website and, where appropriate, notify you directly.

This version was last updated on [Insert Date].

## **11. Contact Us**

If you have any questions, concerns, or requests about your personal data, you are welcome to contact us:

Tanya Waterhouse

The Elemental House

Email: elementalhouse@icloud.com

We are here to support you and handle your information with the care and respect it deserves.