

Privacy Statement

Claire Empson / The Soul Nurturer / Reiki Resonance/ Soul Nurture

Reiki, Sound Healing, Life Coaching, Circle Gatherings

ICO Registration Number: ZB562213

As The Soul Nurturer I am committed to respecting and protecting your privacy in line with the General Data Protection Regulation (GDPR). This Privacy Statement outlines how I collect, use, and safeguard your personal data.

1. Data Controller

I, Claire Empson, am registered with the Information Commissioner's Office (ICO) as a data controller. I collect and process personal data necessary for the provision of Reiki, sound healing, circle gatherings and life coaching services.

2. What Personal Data I Collect

- I collect personal information relevant to providing my services, which may include:
- Name
- Contact information (e.g., email, phone number)
- Health or wellness-related information provided by you during sessions
- Details you choose to share that are relevant to the coaching or healing process

3. Purpose of Data Collection

- The personal data I collect is used solely for the purposes of providing effective Reiki and sound healing sessions, as well as life coaching services. This may include:
- Assessing your health and wellness needs
- Tracking your progress over time
- Contacting you regarding appointments or follow-up sessions

4. How Data is Stored and Secured

- Online Storage: I use secure, third-party software to store personal data electronically. These providers comply with GDPR requirements, and they have their own responsibilities for ensuring data protection:
- WhatsApp: Used for communication, including appointment reminders. WhatsApp is end-to-end encrypted.
- JotForm: Used for collecting personal information via intake forms. JotForm stores data securely and is GDPR-compliant.

- Calendly: Used for managing and scheduling appointments. Calendly securely stores client information and meets GDPR standards.
- iCloud Storage: Used for securely storing client data, which is encrypted and protected by Apple's GDPR-compliant infrastructure.
- Google Mail (Gmail): Used for communication purposes. Google complies with GDPR and offers secure email services.
- Paper Records: Occasionally, I may take paper notes during sessions. These notes will not contain your full identification details. All paper records are stored securely behind locked doors, either in my studio or office, to ensure your privacy is protected.

5. How Long I Keep Your Data

Personal data will be retained for as long as necessary to provide you with services and to meet any legal, tax, or accounting requirements. Once the data is no longer required, it will be securely destroyed.

6. Your Rights

Under GDPR, you have the right to:

- Access the personal data I hold about you
- Request correction of any inaccurate data
- Request deletion of your data, where applicable
- Object to the processing of your data
- Withdraw consent at any time

If you wish to exercise any of these rights, please contact me at claire@thesoulnurturer.co.uk.

7. Third-Party Data Sharing

I do not share your personal data with third parties except as required by law or to comply with legal obligations. However, as noted above, I utilize third-party software providers (e.g., WhatsApp, JotForm, Calendly, iCloud, and Gmail) that have their own GDPR-compliance obligations.

8. Changes to This Privacy Statement

I may update this Privacy Statement from time to time. Any updates will be made available on request or by coming back to this live document via the link provided.

If you have any questions or concerns regarding this privacy statement or how your data is handled, feel free to contact me at claire@thesoulnurturer.co.uk