**Privacy Policy**

**Last updated: 9/10/25**

This Privacy Policy explains how **Rise with Holly** (“we”, “us”, “our”) collects, uses and protects your personal data when you visit our website [**www.risewithholly.co.uk**](http://www.risewithholly.co.uk), book coaching or courses, join events or circles, or interact with us in any other way.

We are committed to protecting your privacy and complying with UK GDPR and the Data Protection Act 2018.

**1. Who We Are**

**Business Name:** Rise with Holly
**Address:** 1 Horse Green Way, Irchester, NN29 7FL, UK
**Email:** risewithholly@outlook.com

We are the data controller for your personal information.

**2. What Personal Data We Collect**

We may collect the following data when you interact with us:

* Name
* Email address
* Phone number
* Postal address
* Payment information (processed securely via third-party processors such as PayPal/Stripe)
* Account login details (for membership areas or online courses)
* Any other information you voluntarily provide in forms or communications

**3. How We Collect Personal Data**

We collect data through:

* Website contact forms
* Newsletter sign-up forms
* Coaching, course, retreat, circle, or event bookings
* Member login area / online course platform
* Cookies and website analytics (e.g. Google Analytics, Meta Pixel)
* Direct communications (email, phone, Zoom, etc.)

**4. How We Use Your Data**

We use your data to:

* Respond to enquiries
* Provide coaching, courses, events, circles, and retreats
* Manage bookings and follow-up contact after services
* Create and manage member accounts
* Send newsletters and marketing emails (only with your consent)
* Process payments
* Improve website performance and user experience
* Track website activity (via cookies/analytics)
* Comply with legal or regulatory obligations

**5. Legal Bases for Processing (UK GDPR)**

We process your personal data under the following legal bases:

* **Contract:** To provide services you have booked or purchased
* **Consent:** For newsletters and marketing (you can withdraw consent anytime)
* **Legitimate Interest:** To run our business, improve services, and respond to enquiries
* **Legal Obligation:** For accounting, tax, and safeguarding requirements

**6. Sharing Your Data with Third Parties**

We do **not** sell or trade your personal data.

We may share data with trusted third parties that help us operate our business, such as:

* **Payment processors** (e.g. PayPal, Stripe)
* **Zoom** (for online sessions and events)
* **Website hosting provider**
* **Analytics tools** (e.g. Google Analytics, Meta Pixel)
* **Course/membership platform** (if applicable)

These providers only process data on our instructions and must keep it secure.

**7. International Transfers**

We primarily operate within the UK and do **not intentionally transfer personal data outside the UK.**
If a third-party service stores data outside the UK, we ensure they follow UK GDPR-compliant safeguards (e.g. standard contractual clauses).

**8. Cookies and Tracking Technologies**

Our website may use cookies to:

* Ensure the site functions correctly (essential cookies)
* Analyse website traffic and usage (analytics cookies)
* Improve user experience
* Support marketing or retargeting (if applicable)

You can control cookies through your browser settings.
We will provide a cookie notice or banner where required.

**9. Data Retention**

We keep personal data only for as long as necessary to:

* Deliver our services
* Meet legal and accounting requirements
* Resolve disputes

After this period, data will be securely deleted or anonymised.

**10. Security of Your Data**

We take appropriate technical and organisational measures to protect your data, including:

* Secure website hosting
* Encrypted payment processing
* Password-protected accounts
* Limited access to personal data

However, no system is 100% secure, so we cannot guarantee absolute security.

**11. Membership Accounts & Online Courses**

If you create an account:

* You are responsible for keeping your password confidential.
* We store login details securely.
* Do not share your account with others.

**12. Your Rights (under UK GDPR)**

You have the right to:

* Access your data
* Correct inaccurate data
* Request deletion (“right to be forgotten”)
* Restrict or object to processing
* Withdraw consent (e.g. unsubscribe from emails)
* Request data portability
* Lodge a complaint with the Information Commissioner’s Office (ICO) at www.ico.org.uk

To exercise any of these rights, email us at: **risewithholly@outlook.com**

**13. Marketing & Communication Preferences**

We will only send you marketing emails if you have opted in.
You can unsubscribe at any time by clicking the link in the email or contacting us directly.

**14. Children’s Privacy**

We do not knowingly collect personal data from individuals under 18 without parental consent. If you believe a child has provided us data, please contact us to remove it.

**15. Links to Other Websites**

Our website may contain links to external websites.
We are not responsible for their privacy practices, and we recommend reviewing their policies.

**16. Changes to This Privacy Policy**

We may update this policy occasionally.
We will post the updated version on our website with a new “Last Updated” date.

**17. Contact Us**

If you have any questions or requests regarding this Privacy Policy or your personal data, please contact:

**Email:** risewithholly@outlook.com
**Address:** 1 Horse Green Way, Irchester, NN29 7FL, UK

**Thank you for trusting Rise with Holly with your personal information.**