Privacy Policy

Introduction

At Elevated Therapies, I am committed to maintaining the trust and confidence of everyone who visits my treatment rooms, attends my courses, or interacts with my website.

I want you to feel assured that I do not sell, rent, or trade email lists with any other companies or businesses for marketing purposes.
This Privacy Policy explains when and why I collect your personal information, how I use it, the limited circumstances under which I may disclose it, and how I keep it secure.

Events, Gatherings & Group Sessions

Elevated Therapies hosts a variety of events and group sessions including Elevated Gatherings, cacao ceremonies, spiritual development circles, and workshops. These events may involve group spiritual readings or teachings, and attendee names and relevant information (such as birth date or reason for attendance) may be collected in advance to support the session's delivery.
From time to time, I may take photographs or short video clips during these events for use in marketing materials, including social media, website updates, and promotional flyers.

Attendees will always be informed in advance, and explicit consent will be requested before any identifiable images or footage are used. You have the right to decline being photographed or filmed, and I will always respect your preferences.

Client, Student & Participant Personal Information

At Elevated Therapies, I collect and retain personal information to ensure that all treatments and services are delivered safely, ethically, and tailored to your individual needs. This may include:

- **Full name, date of birth, contact details, and GP information**
- **Medical history and current health conditions (for beauty, holistic, and Reiki consultations)**
- **Relevant emotional, spiritual, or energetic information shared during Reiki, spiritual readings, or numerology sessions**
- **Booking and attendance records for treatments, courses, or events**
- **Notes or preferences discussed during 1:1 or group sessions**

This information is collected via consultation forms, booking systems, and direct communication. It is held securely and confidentially and is never shared with third parties unless:

- **Required in a medical emergency (to inform health professionals), or**
- **Legally obligated (such as safeguarding or court-ordered disclosure)**

All treatment records, including paper notes or digital files, are securely stored and retained for a minimum of eight years, in line with UK data retention standards for therapy and beauty professionals.

Marketing & Communications

If you sign up to receive updates from Elevated Therapies — including newsletters, event notifications, offers, or new service announcements — I may contact you by email, SMS, WhatsApp Business Broadcasts, or direct messaging (DM) via platforms such as Facebook or Instagram.

I use Mailchimp to manage email campaigns, WhatsApp Business for group updates, and may explore automated chat tools in the future to help you access relevant information quickly.
You will only receive marketing communications if you have given your consent or have an ongoing relationship with Elevated Therapies where such contact is considered legitimate and relevant.
You can unsubscribe or opt out at any time by:

- **Clicking the unsubscribe link in any Mailchimp email**
- **Replying "STOP" to any SMS**
- **Replying "Unsubscribe" or messaging me directly via WhatsApp or social media DMs**

Your preferences will always be respected, and you will not be contacted for marketing once you opt out.

Your Data Rights

Under the UK General Data Protection Regulation (UK GDPR), you have the following rights regarding the personal information I hold about you:

- **The right to access the personal data I hold about you**
- **The right to rectify any incorrect or incomplete data**
- **The right to request erasure of your data in certain circumstances**
- **The right to restrict how your data is processed**
- **The right to object to the use of your data for direct marketing**
- **The right to request that your data be transferred to another provider (where technically possible)**
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If you would like to exercise any of these rights, please email me at:
✉️ info@elevated-therapies.com
If you believe your data has been mishandled, you also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk

Digital Reports, Charts & Website Forms

When you order a digital product from Elevated Therapies — such as a personalised numerology chart, reading summary, or guidance write-up — I may collect details including your full name, date of birth, and other information you provide through online forms or direct communication. This information is used solely to create and deliver your custom report.

These digital products are securely created, stored, and delivered either via email or private download links. I do not share this information with any third parties.
If you complete a form or place an order through my website (e.g. via Wix), the information you provide is securely processed using GDPR-compliant tools integrated into my website platform.

Recordings & Transcriptions

For selected remote services — such as online spiritual readings or numerology sessions delivered via Zoom — I may record the session (with your consent) to create an accurate summary or transcript for your reference. These recordings may capture audio, video, or screen content depending on the session type.

I use Fathom and Otter.ai, secure transcription platforms that temporarily process and store the recordings in order to generate written transcripts. These tools are GDPR-compliant and commonly used in coaching and wellness practices.
Once your transcript or summary is created, it is securely stored and sent to you via email or private download link. If you do not wish for your session to be recorded or transcribed, you may opt out at any time before or during the session.

Third-Party Applications

To manage bookings, communications, events, and financial records efficiently, I use several trusted third-party services. These platforms process personal data on my behalf and have their own privacy policies to ensure your information is protected:

- Fresha – for scheduling appointments, storing consultation forms, and managing treatment records
- Stripe – for secure online payments
- QuickFile – for issuing invoices and maintaining financial records
- RSVPify – for managing group event registrations
- Mailchimp – for email newsletters and marketing updates
- WhatsApp Business – for direct marketing messages and group announcements
- Google (Bookings & Reviews) – for managing bookings through Google-integrated services and sharing public reviews

These providers may collect, store, or process your personal information such as name, contact details, appointment history, feedback, or payment references. I only use services that are GDPR-compliant and meet industry standards for data protection.
Your payment details, if provided, are handled securely by third-party processors (e.g. Stripe) and are never stored by Elevated Therapies directly.