

PRIVACY POLICY (EN)

(martalewin.com — draft)

1. Who We Are

This website is operated by Marta Lewin (“we”, “us”, “our”).

Business location: Exeter, United Kingdom

Website: www.martalewin.com

Contact: [email to be provided]

We are the data controller responsible for your personal data.

2. What Data We Collect

We may collect and process the following categories of personal data:

a) Identity & Contact Data

- Name
- Email address
- Phone number (if provided)

b) Client Information

- Information provided in intake forms
- Notes from sessions
- Coaching and hypnotherapy-related information

c) Special Category Data (Sensitive Data)

Due to the nature of our services, we may process:

- emotional wellbeing information
- personal development goals
- psychological or behavioural patterns

This data is processed only with your explicit consent.

d) Transaction Data

- Purchase history
 - Billing information (processed securely via third parties)
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e) Technical Data

- IP address
 - Browser type
 - Website usage data (via cookies and analytics tools)
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3. How We Use Your Data

We use your data to:

- deliver coaching and hypnotherapy services
 - process purchases (digital and physical products)
 - communicate with you
 - send newsletters (if you opt in)
 - improve our website and services
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4. Legal Basis for Processing

We process your data based on:

- your consent
- performance of a contract
- legitimate interests (e.g. improving services)
- legal obligations

Sensitive data is processed only with explicit consent.

5. Payments

Payments are processed securely via Stripe.

We do not store your full payment details. Please refer to Stripe's privacy policy for more information.

6. Delivery of Products

For physical products, your data may be shared with delivery providers such as Royal Mail.

7. Digital Products

When you purchase digital products:

- access may be provided via download or secure link

- your email may be used to deliver content

You are granted a personal, non-transferable licence.

8. Email Marketing

We use MailerLite to manage our email communications.

- you will only receive emails if you opt in
 - we use double opt-in
 - you can unsubscribe at any time
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9. Data Retention

We retain your data as follows:

- Adult clients: up to 7 years after the last session
 - Minors: until age 25
 - Marketing data: until you unsubscribe
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10. Storage & Security

Your data is stored securely, including in cloud-based systems.

We take appropriate technical and organisational measures to protect your data.

11. Session Recordings

Sessions are not recorded as standard.

Recordings may occur only:

- for training or assessment purposes
- during workshops

This always requires separate, explicit consent.

12. International Data Transfers

As we work with global clients and use third-party tools, your data may be transferred outside the UK/EU.

We ensure appropriate safeguards are in place.

13. Your Rights

You have the right to:

- access your data
 - correct your data
 - request deletion
 - restrict processing
 - withdraw consent
 - lodge a complaint with a supervisory authority
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14. Cookies

We use cookies, including analytics tools such as Google Analytics, to understand website usage.

You can manage your cookie preferences via your browser or cookie banner.

15. Updates

We may update this policy from time to time.

The latest version will always be available on this page.