

Privacy policy

How we collect, use and look after your personal information when you visit womenswellnesses.org or get in touch with us.

1. Who we are

Women's Wellness Space CIC ("we", "us") is a community interest company supporting women and girls in Bedford Borough and online across the UK. We are the **data controller** for the personal information described in this policy.

If you have any questions about this policy or your information, email us at wellness.space24@outlook.com.

2. The information we collect

When you send us an inquiry

Our website form asks for:

- your name and email address;
- your phone number, if you choose to give it;
- what you are asking about (for example a workshop, event or coaching), and your message.

Health information. Because of the work we do, you may choose to tell us about your health, for example your periods, hormones, mood or a diagnosis such as PMDD. This is a "special category" of information under data protection law. You never have to share it, and we only use it to understand and respond to what you've asked us. By ticking the consent box on the form, you agree to us storing what you send for this purpose.

When you take part in our workshops, events or coaching

If you go on to book with us, we will only ask for the information we need to arrange and deliver the session, and we will tell you at the time what it is and why we need it.

When you visit the website

- **IP address:** to stop spam and misuse, the website briefly records the IP address of anyone who sends the inquiry form, so it can limit repeated attempts. These records are deleted automatically, within a day.
- **Hosting logs:** our hosting provider keeps short-lived technical logs (such as IP address, browser type and the pages requested) to keep the website secure and working.
- **Cookies:** we do **not** use advertising, tracking or analytics cookies. The only cookie the website sets is a strictly necessary one that keeps our own administrator signed in to manage the site. Visitors don't

receive it.

3. How we use your information, and our lawful basis

What we do	Lawful basis under UK GDPR
Read and reply to your inquiry, and keep a record of our conversation	Our legitimate interests in responding to people who contact us, or steps you have asked us to take before booking
Use any health information you choose to share, to understand and answer your inquiry	Your explicit consent, given when you tick the box on the form
Arrange and deliver workshops, events or coaching you book	To perform our agreement with you
Prevent spam and keep the website secure	Our legitimate interests in protecting the website and the people who use it
Share information to protect someone at risk of serious harm (see section 5)	Vital interests, or the safeguarding of children and individuals at risk
Keep records the law requires	Legal obligation

We will never sell your information or use it for marketing without asking you first.

4. Who we share it with

We use a small number of trusted service providers to run the website and our email. They act on our instructions and are not allowed to use your information for their own purposes:

- **Vercel**, which hosts the website (servers in the EU).
- **Prisma**, which stores the website's database, including inquiries (EU, France).
- **Resend**, which delivers the emails the website sends (EU, Ireland).
- **Microsoft Outlook**, our email inbox, where inquiries are sent to us.

Some of these companies are based in the United States. Where your information may be accessed from outside the UK, we rely on the protections the law requires, such as the UK International Data Transfer Addendum or the UK Extension to the EU–US Data Privacy Framework.

5. Safeguarding

We work with women, girls and young people, and we take their safety seriously. If something you tell us makes us believe that you or someone else is at risk of serious harm, we may need to share information with the right people, such as emergency services or a local safeguarding team, even without your consent. Wherever it is safe and appropriate, we will talk to you first.

Our inquiry form is not monitored around the clock. If you need help right now, call **Samaritans free on 116 123**, or **999** in an emergency.

6. How long we keep it

- **Inquiries:** up to 24 months after our last contact with you, unless you become a client. You can ask us to delete your inquiry sooner at any time.
- **Client records:** for as long as we work with you, then only as long as we need to for legal, insurance or safeguarding reasons.
- **Spam-prevention IP records:** deleted automatically within a day.

7. Children and young people

If you are under 13, please ask a parent, carer or teacher to contact us for you. Parents, teachers and support workers asking about resources for young people are very welcome to get in touch.

8. Your rights

You have the right to:

- ask for a copy of the information we hold about you;
- ask us to correct anything that's wrong;
- ask us to delete your information;
- ask us to limit how we use it, or object to us using it;
- ask for your information in a format you can take elsewhere;
- withdraw your consent at any time, for example to us keeping health information you've shared. This doesn't affect anything we did before you withdrew it.

To use any of these rights, email wellness.space24@outlook.com. It's free, and we will reply within one month.

9. Keeping your information safe

The website uses an encrypted connection (HTTPS). Inquiries are stored in a secured database that only we can access, through a password-protected admin area.

10. Complaints

If you are unhappy with how we have handled your information, please tell us first so we can put it right. You also have the right to complain to the Information Commissioner's Office (ICO): ico.org.uk/make-a-complaint or 0303 123 1113.

11. Changes to this policy

We may update this policy from time to time. The latest version will always be on our Legal & policies page, with the date it was last updated at the top.