

THE MENOPAUSE WELLNESS CENTRE

Privacy Policy

How we collect, use and protect your personal information

LAST UPDATED

August 2026

Your privacy matters. This policy explains what information The Menopause Wellness Centre collects, why we need it, who may receive it and the choices and rights you have.

1. Who we are

The Menopause Wellness Centre is the data controller for the personal information covered by this policy. This means we decide how and why that information is used. The business is operated by Sharon Clapp in East Devon, United Kingdom.

You can contact us about privacy or your personal information at:

Email: sharon@menopausewellnesscentre.com

Telephone / WhatsApp: 07791 973321

Website: www.menopausewellnesscentre.com

2. Who this policy applies to

This policy applies when you visit our website, contact us, make an enquiry, book or attend a session or class, purchase or use Meno Move Online, take part in a talk or event, commission workplace support, sign up to receive updates, or otherwise interact with The Menopause Wellness Centre.

Our services and website are intended for adults. We do not knowingly collect personal information from children through the website. If a service is agreed for someone under 18, appropriate consent and safeguarding arrangements will be established before information is collected.

3. The information we collect

Depending on how you interact with us, we may collect:

- Identity and contact details - such as your name, email address, telephone number, address and emergency contact details.
- Enquiry and booking details - the service you are interested in, appointments, class attendance, cancellations, messages and preferences.
- Health and wellbeing information - such as menopause status or symptoms, medical conditions, medication, injuries, pain, mobility, pregnancy, recent surgery, exercise history, fitness, nutrition, sleep, stress, goals, progress and other information you choose to share so we can assess suitability and tailor support.
- Coaching and programme information - consultation responses, agreed goals, session notes, exercise programmes, app activity, progress records and feedback.
- Payment and transaction information - amounts paid, payment status, refunds and invoicing details. Card information is normally processed directly by our payment provider and we do not receive or retain your full card number.
- Workplace and professional information - your organisation, role, work contact details, requested session, audience, quotation, contract and correspondence.
- Marketing preferences - whether you have agreed to receive news, offers or updates and when you changed your preference.

- Website and technical information - IP address, device and browser information, pages viewed, referral source, cookie choices and website usage information.
- Images, video or recordings - only where we have explained the intended use and obtained any consent required.

We may receive information directly from you, from someone authorised by you, from an organisation commissioning a service, from a healthcare or wellbeing professional where you have authorised the disclosure, or automatically when you use our website, app or online services.

4. Why we use your information and our lawful bases

To respond to enquiries and provide services

We use contact, booking, health, coaching, exercise, payment and communication information to assess suitability, arrange and deliver services, create personalised programmes, communicate with you, manage memberships and classes, take payment, provide support and deal with cancellations or complaints.

Our lawful basis is normally that processing is necessary to take steps at your request before entering into a contract or to perform our contract with you. We may also rely on our legitimate interests in operating a safe, effective and well-managed business, where those interests are not overridden by your rights.

Health and other special category information

Information about health is special category data and receives additional protection. We use it only where it is relevant and necessary to assess suitability, adapt exercise or coaching, manage safety and provide the service you have requested.

Our Article 6 lawful basis will normally be contract. Our separate Article 9 condition will normally be your explicit consent. You may withdraw that consent at any time by contacting us. Withdrawal will not affect processing that was lawful before it was withdrawn, but it may mean we cannot safely continue a personalised exercise, coaching or wellbeing service that depends on that information.

Payments, accounts and legal obligations

We use transaction, invoice and business records to administer payments, maintain accounts, prevent fraud, establish or defend legal claims and meet tax, insurance, safeguarding and other legal obligations. Our lawful bases are contract, legal obligation and, where appropriate, legitimate interests.

Service improvement and business administration

We may use feedback, attendance, communications and appropriately minimised service information to improve our services, manage our timetable, maintain records, protect our systems and obtain confidential professional advice. Our lawful basis is our legitimate interest in running and improving the business responsibly.

Marketing

We will send email or message marketing only where we have a lawful basis and electronic marketing rules allow it. This will usually be your consent, or the limited existing-customer exception where legally available. You can unsubscribe at any time using the link in a marketing message or by contacting us. Service messages about a booking or membership are not marketing and may still be sent where necessary.

Photographs, testimonials and promotional content

We will not use an identifiable photograph, video, case study or testimonial for public marketing without first explaining the proposed use and obtaining appropriate consent. You can withdraw consent for future use, although we may not be able to recall material already printed or lawfully published before withdrawal.

5. When you do not provide information

You can choose what information to provide, but some information is necessary to respond to an enquiry, process a booking or deliver a safe and personalised service. If you do not provide relevant contact, payment or

health information, we may be unable to accept a booking, create a suitable programme or continue the service.

6. Who we share information with

We do not sell your personal information. We share it only where necessary and with appropriate safeguards. Recipients may include:

- Wix and providers supporting our website, forms, hosting, customer management and website communications;
- Stripe or another payment provider used to process payments and refunds;
- the provider of the app used to deliver Meno Move programmes and track progress;
- email, cloud storage, calendar, video-call, telephone and messaging providers, including WhatsApp where you choose to communicate that way;
- venues, instructors or service providers where limited information is necessary to deliver a booked service;
- accountants, insurers, legal advisers, IT support and other professional advisers who are subject to confidentiality obligations;
- regulators, courts, law enforcement, emergency services or other authorities where disclosure is required or permitted by law; and
- a purchaser or successor if the business is reorganised or transferred, subject to appropriate confidentiality and data protection arrangements.

If an employer or organisation commissions a workplace session, we will not normally share an individual participant's health information, questions or attendance details with that organisation unless the individual has agreed, the arrangement has been made clear in advance, or disclosure is required by law. We may provide anonymised or aggregated feedback that does not identify individuals.

7. International transfers

Some technology providers may store or access personal information outside the United Kingdom. Where this happens, we take reasonable steps to ensure an appropriate legal safeguard is in place, such as UK adequacy regulations, the UK International Data Transfer Agreement or UK Addendum, together with any additional measures considered necessary. You may contact us for more information about the safeguard used for a particular provider.

8. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including legal, tax, insurance and safeguarding requirements. Our usual retention periods are:

- Unsuccessful or general enquiries - up to 12 months after the last meaningful contact.
- Client agreements, consultation records, health screening information, coaching notes, exercise programmes and attendance records - normally up to 7 years after the service or client relationship ends, unless a longer or shorter period is justified.
- Invoices, payment and accounting records - normally 6 years after the end of the relevant financial year.
- Workplace quotations, contracts and delivery records - normally up to 6 years after the engagement ends.
- Marketing records - until you withdraw consent or object, or until we decide the information is no longer current or needed. Suppression records may be retained so we can respect your opt-out.
- Website and cookie information - for the period shown in our cookie settings or cookie notice, and no longer than necessary for the relevant purpose.

We may retain information for longer where a complaint, legal claim, safeguarding concern or regulatory requirement makes this necessary. When information is no longer required, we delete it securely or anonymise it so it can no longer identify you.

9. Cookies and website information

Our Wix website uses cookies and similar technology. Some are essential for security, accessibility, navigation, forms, bookings or other functions you request. Optional cookies may help us understand website use, remember preferences or support embedded and marketing features.

Where consent is required, optional cookies will not be set until you make a choice through the cookie banner or settings tool. You can change your preferences or delete cookies through your browser, although blocking essential cookies may affect how the site works. The cookie banner or separate Cookie Policy should list the current cookies, providers, purposes and durations used on the live site.

10. How we protect your information

We use proportionate organisational and technical measures intended to protect personal information against accidental loss, unauthorised access, misuse, alteration or disclosure. These include limiting access, using password protection and appropriate account security, choosing reputable service providers, keeping systems reasonably up to date and taking additional care with health information.

No internet, email, messaging or storage system is completely secure. Please avoid sending more health information than is reasonably necessary through ordinary email or messaging. If we become aware of a personal data breach, we will assess it and notify affected individuals and the Information Commissioner's Office where the law requires.

11. Your data protection rights

Depending on the circumstances, you may have the right to:

- be informed about how your information is used;
- request access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to erase information in certain circumstances;
- ask us to restrict how information is used in certain circumstances;
- receive certain information in a portable format or ask us to transfer it;
- object to processing based on legitimate interests and object at any time to direct marketing;
- withdraw consent at any time where processing is based on consent; and
- not be subject to a decision based solely on automated processing that produces legal or similarly significant effects. We do not currently make such decisions.

These rights are not absolute and an exemption may apply. To exercise a right, contact sharon@menopausewellnesscentre.com. We may need to verify your identity. We will normally respond within one month, although the law allows more time for complex or multiple requests. We do not usually charge a fee.

12. Complaints

Please contact us first if you have a concern so we can try to resolve it. You also have the right to complain to the Information Commissioner's Office, the UK regulator for data protection:

Website: www.ico.org.uk

Telephone: 0303 123 1113

You may also contact the data protection regulator in the country where you live or work if applicable.

13. Links and third-party services

Our website or communications may link to third-party websites, apps or services. Those organisations control their own use of personal information and their privacy policies apply. We encourage you to review them before providing information.

14. Changes to this policy

We may update this policy when our services, providers or legal obligations change. The latest version will be published on our website and the “last updated” date will be changed. If a change materially affects how we use information already collected, we will take reasonable steps to bring it to your attention and obtain consent where required.