

## 1. Introduction

Holistic Well-being Solutions Ltd ("HWS", "we", "us", or "our") is committed to protecting and respecting your privacy. This Privacy & Cookie Policy explains how we collect, use, store, share, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and applicable UK privacy laws.

### **This policy applies to:**

- Your use of our website, and any wellbeing or mental health services we provide, including therapy, wellness programs, mindfulness sessions, or wellbeing, wellness or mindfulness retreats.

Our website and services are not intended for children, and we do not knowingly collect data related to children.

**By using our website or services, you acknowledge that you have read and understood this policy. Please read it carefully.**

---

## 2. Who We Are & How to Contact Us

### **Data Controller:**

Holistic Well-being Solutions Ltd

**Email:** [admin@holisticwell-beingsolutions.com](mailto:admin@holisticwell-beingsolutions.com)

**Postal Address:** 86 Greencroft Road, London, TW5 0BH, UK

If you have any concerns about how we process your data, please contact us.

### **Complaints**

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): [www.ico.org.uk](http://www.ico.org.uk).

### **2A. Data Protection Lead**

Holistic Well-being Solutions Ltd has appointed a Data Protection Lead responsible for overseeing data protection compliance and acting as the primary point of contact for privacy-related matters.

The Data Protection Lead role is fulfilled by a member of senior management.

Contact details-

Email: [admin@holisticwell-beingsolutions.com](mailto:admin@holisticwell-beingsolutions.com)

---

## 3. Policy Updates and Your Responsibilities

We may update this Privacy & Cookie Policy from time to time to reflect changes in legal requirements, regulatory guidance, or our data processing practices. The most recent version will always be available on our website. The latest update was on the 21st of December.

Please ensure that the personal data you provide to us is accurate and kept up to date.

---

## 4. Third-Party Links & External Privacy Policies

Our website may include links to third-party websites, applications, or services. These third parties may collect and process data independently. We are not responsible for how they process or use any data.

We are not responsible for their privacy policies, so we recommend reviewing them before using those websites.

If we are collaborating with any third party for retreats, we review their data security and privacy policies and obtain written and verbal consent from our clients and service users to share any (mainly identity) data.

---

## **5. What Personal Data We Collect**

### **We collect:**

#### **A. Personal Information**

- **Identity Data:** Full name, title (optional), date of birth.
- **Contact Data:** Email, phone number, billing/home address.
- **Professional Data:** Your profession.

#### **B. Health-Related Data** (Sensitive Information)

- **Health Data:** Information about your mental or physical health, treatments, or wellness plans. Explicit written and verbal consent is required before processing health-related data.

#### **C. Technical Data**

- IP address, browser type, device type, and website interactions (via cookies).

#### **D. What We Do NOT Collect**

- Religious beliefs, political opinions, trade union membership, genetic/biometric data.
  - Criminal records or offences.
  - Sexual orientation (unless voluntarily shared during therapy).
- 

## **6. How We Collect Your Data**

### **A. Direct Interactions**

We collect data when you:

- Book an appointment.
- Speak with us during sessions.
- Contact us via email, phone, or post.

### **B. Automated Technologies**

We collect Technical Data through cookies when you interact with our website.

### **C. Third-Party Sources**

We may receive data from:

- Referring professionals (e.g., your GP, therapist).
- Third-party providers (e.g., analytics tools for website performance).

We may use anonymous data for research, marketing, or blogs but it will never be personally identifiable.

---

## **7. How We Use Your Data**

We only process your data when legally allowed.

### **Legal Bases for Data Use**

- Contract: To provide requested services.
- Legal Obligation: To comply with UK laws.
- Legitimate Interests: To improve services (without overriding your rights).
- Explicit Consent: For health-related data processing.
- Vital Interests: To protect life or prevent harm in an emergency.

### **Automated Decision-Making & Profiling**

HWS does not use automated decision-making or profiling that significantly affects you. Any decisions regarding mental health services are made by qualified professionals.

---

## **8. Data Sharing & Third-Party Security**

We never sell your data or share your data for any third party for their research, advertising or marketing purposes.

### **We may share it with:**

- Service providers (e.g., IT support, payment processors).
- Regulatory authorities (e.g., HMRC, ICO, police).
- Emergency services (if there is a serious risk of harm).

### **Third-Party Data Security**

All third parties we work with must comply with UK GDPR. We ensure they have:

- Strict data security measures.
- Confidentiality agreements.
- Limited access to only necessary data.

### **Emergency Situations**

If you or someone else is at risk, we may share your data without consent but we will always inform you and emergency contact, under the vital interest of safety of life of yours or others or vital interests of legal basis.

### **We will inform you where possible before sharing data with:**

- Your GP, therapist, emergency contact.
  - Police, ambulance, or safeguarding authorities.
- 

## **9. International Data Transfers**

We primarily store data within the UK and do not share and process any data outside UK.

If data will be processed outside the UK in future we will ensure:

- UK-approved safeguards (e.g., Standard Contractual Clauses).
  - We ensure strict security measures.
- 

## **10. How We Protect Your Data**

We use strict security measures to prevent data loss or unauthorised access:

- Data encryption for sensitive information.
- Secure staff access controls.

- Regular security audits.
- Data Protection and Security training is a part of our work and recruitment policy.

If a data breach occurs, we will notify you of the incident, the circumstances, and its impact on you as soon as possible.

## Cybersecurity Measures and Insurance

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, or misuse.

Our information security practices include alignment with recognised UK cybersecurity standards. Holistic Well-being Solutions Ltd holds **Cyber Essentials certification**, demonstrating compliance with baseline technical security controls.

In addition, we maintain **cyber insurance coverage** to support risk management and incident response arrangements.

## 11. Data Retention

Type of Data	Retention Period
Medical Records	7 years after treatment ends
Client Contact & Payment Info	6 years (for tax/legal reasons)
Anonymous Data	Indefinitely (for research)
For customer care services data	1 year

**You can request data deletion in certain cases (see Section 12).**

## 12. Your Legal Rights & Data Access Requests

- Correct your data (update inaccuracies).
- Request deletion (under specific conditions).
- Object to processing (if it affects your rights).
- Restrict processing (temporarily stop use).
- Request data transfer (to another provider).
- Withdraw consent (for sensitive data)

### How to Request Your Data

To make a Subject Access Request (SAR), email [admin@holisticwell-beingsolutions.com](mailto:admin@holisticwell-beingsolutions.com) with:

- Your full name.
- A description of the data you need.
- Proof of identity (passport, driver's license).

We aim to respond within 30 days; in exceptional cases where data is very sensitive, we can take 30 to 60 days.

---

### **13. Confidentiality in Sessions**

All participants are required to enter into a confidentiality agreement prior to commencing any programme or service offered by Holistic Well-being Solutions Ltd.

Participants must maintain the confidentiality of personal information and experiences shared during individual sessions, group sessions, retreats (including indoor and outdoor programmes), and online services.

Compliance with confidentiality obligations is mandatory. Breaches of confidentiality may result in suspension or termination of participation, without prejudice to any other rights or remedies available to HWS.

Online sessions are delivered using video communication platforms subject to data protection and confidentiality requirements consistent with applicable UK standards.

---

### **14. Emergency Information for International Participants**

Participants accessing services from outside the United Kingdom are required to provide accurate local emergency contact details and relevant crisis or support helpline information as part of the assessment process.

This information is necessary to enable appropriate safeguarding and emergency response where required.

---

### **15. Liability Disclaimer**

Participants/Clients must disclose any long-term health conditions or mental health issues, including any history of inpatient care, in their assessment forms. While HWS provides supportive programs, we are not liable for any injury or adverse outcomes beyond our control. Participation is not a substitute for professional medical advice or treatment. If you are in an any emergency call 999/A&E or 111.

If you are in any emergency, call 999/A&E or 111.

For Mental Health Crisis and Emergency, including Suicidal Thoughts/Self-Harm or immediate Safety Concerns and Support: Samaritans 116 123, SHOUT (text SHOUT to 85258), PAPYRUS 0800 068 4141.

Holistic Well-being Solutions is not an emergency service.

---

### **16. Online Booking and Consultations**

Our website enables participants to book appointments for consultations, orientations, and related services. Personal data collected during the booking process is used solely for scheduling, service administration, and for providing relevant information about our programmes and services.

We may communicate with you in relation to bookings, appointments, reminders, programme details, and related self-help or support materials using your preferred method of communication, such as telephone, email, or SMS.

Such communications are carried out only where appropriate and, where required, with your consent.

---

## 17. Changes to This Policy

We may update this Privacy & Cookie Policy from time to time to reflect changes in legal requirements, regulatory guidance, or our data processing practices. Where changes are material, we will take reasonable steps to notify you.

The most current version of this policy will always be available on our website and will indicate the date of the latest update.

This policy is intended to ensure that Holistic Well-being Solutions Ltd processes personal data lawfully, fairly, and transparently, in accordance with applicable data protection laws.

---

## 18. Cookies & Tracking

### How We Use Cookies

We use cookies to enhance your experience:

- Strictly Necessary Cookies (for website functionality).
- Analytical Cookies (to analyse site usage).
- Functionality Cookies (to remember preferences).

You can manage cookie settings in your browser.

You can disable cookies in your browser, but this may affect website functionality.

---

## 19. Acceptance of Terms

By using our website and services, you agree to this policy and terms and conditions.

If you disagree with HWS's privacy, cookie, and confidentiality policies, please do not use the HWS website.

### Holistic Well-being Services

- Mental Health Services
- Wellness Services
- Mindfulness sessions
- Retreats & workshops
- Services and programs under above mentioned services
- Individual/Group Sessions/Virtual and one to one as well as hybrid.
- For further details, contact us at [admin@holisticwell-beingsolutions.com](mailto:admin@holisticwell-beingsolutions.com)

This Privacy & Cookie Policy was last updated on 21st December 2025.

