

# Privacy Policy

Organisation: The Martial Arts Mental Health and Wellbeing Company

Trading Name: The Holistic Dojo

Director: Kerry Tidman

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Policy Date: June 2025

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## 1. Our Commitment to Your Privacy

At The Holistic Dojo, your privacy is deeply respected. We collect only the information you choose to share and handle it with care, confidentiality, and respect for your rights.

## 2. What Information We Collect

We may collect your name, email address, phone number, payment details, and any relevant information you choose to share during booking or communication with us.

For therapy clients, we also store notes related to counselling sessions using Quenza (GDPR-compliant platform). Coaching sessions are not recorded or noted.

## 3. How We Collect Data

Data may be collected via:

- Website forms (GoDaddy, Kajabi)
- Booking tools (Calendly, Kajabi)
- Payment processing (Stripe)
- Email correspondence
- Client platform (Quenza)

#### 4. Why We Collect Your Data

We collect your data to:

- Provide and personalise services
- Manage bookings and payments
- Meet legal and ethical responsibilities
- Send relevant updates or resources (with your consent)

#### 5. How Your Data is Stored

Your data is stored securely on trusted platforms (Kajabi, GoDaddy, Quenza, Stripe, Calendly). We take reasonable steps to protect your data from loss, misuse, or unauthorised access.

#### 6. How Long We Keep Your Data

Client therapy records are retained for 7 years in line with UK guidance. Coaching data is not stored. General enquiries are deleted after 12 months unless consent for marketing is given.

#### 7. Lawful Basis for Processing

We process your data under the lawful bases of consent, contract, legal obligation, or legitimate interest, depending on the nature of the interaction.

#### 8. Cookies and Website Tracking

We use cookies to improve your browsing experience and analyse website traffic. You can manage your cookie preferences through your browser settings.

#### 9. Your Rights

Under UK GDPR, you have the right to:

- Access your data
- Request correction or deletion

- Withdraw consent at any time
- Raise a concern or complaint with the ICO

## 10. Contact Us

If you have any questions or would like to make a data request, please email [kerry@theholisticdojo.co.uk](mailto:kerry@theholisticdojo.co.uk).

Signed: Kerry Tidman

Director, The Holistic Dojo

Date: June 2025