Privacy Policy – Flourish Social Hub

Last updated: 09/09/2025

At **Flourish Social Hub**, we are committed to protecting and respecting your privacy. This policy explains how we collect, use, and safeguard your information when you join **Flourish Content Club, Flourish Networking** or interact with our services.

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1. Information We Collect

When you join The Flourish Content Club, Flourish Networking or interact with us, we may collect:

- **Personal details** – name, email address, phone number.

- **Payment details** – processed securely via our payment provider (we do not store full card details).

- **Business information** – Business names, social media handles, preferences, feedback.

- **Technical information** – limited data such as how you use our website and membership resources (via cookies or analytics).

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2. How We Use Your Information

We use your information to:

- Provide access to Flourish Content Club resources (monthly content planners, calls, events).

- Send you relevant emails (membership updates, event reminders, billing info).

- Manage payments and subscriptions.

- Respond to questions or support requests.

- Share occasional marketing about Flourish Social Hub events or services (you can opt out anytime).

3. How We Protect Your Information

- Your personal data is stored securely and only accessed by authorised personnel.

- We use trusted third-party platforms (such as Godaddy and Square) to process data.

- We never sell or share your data with third parties for marketing purposes.

4. Your Rights

Under UK GDPR, you have the right to:

- Access, update, or request deletion of your personal data.

- Withdraw consent for marketing at any time.

- Request a copy of the information we hold about you.

To exercise your rights, email **flourishsocialhub@gmail.com**.

5. How Long We Keep Your Information

We keep your personal information only as long as necessary for membership services, legal obligations, or until you ask us to delete it.

6. Cookies & Analytics

Our website may use cookies to improve your browsing experience. You can control cookies via your browser settings.

7. Contact Us

If you have any questions about this policy or how we handle your data, please contact:
✉️ **flourishsocialhub@gmail.com**

If you are unhappy with how we use your data, you also have the right to complain to the **Information Commissioner's Office (ICO)**.