

Melissa Kate Natural Living – Privacy Policy

Last updated 01 January 2026

Melissa Kate Natural Living (“the Company”, “We”, “Us”, “Our”) is committed to protecting Your personal data and respecting Your privacy. This Privacy Policy explains how We collect, use, store and protect Your personal data when You visit Our website, join Our mailing list, or use Our naturopathic health coaching and menopause support services (“Services”).

By using Our website, booking a consultation, joining a programme, or providing information to Us, you confirm that You have read and understood this Privacy Policy.

1. Information We Collect

We may collect and process the following types of personal data:

Personal Data

Information that identifies You, including but not limited to:

- Name
- Email address
- Telephone number
- Postal address (if applicable)
- Date of birth / age range (if applicable)
- Billing details (processed via secure third-party payment providers)
- Account / booking information (if applicable)

Health & Lifestyle Information (Special Category Data)

As a naturopathic health coach and menopause specialist, we may collect information that relates to Your health and wellbeing, such as:

- General health history and current concerns
- Menstrual and menopause-related symptoms
- Lifestyle information (e.g. stress, sleep, diet, exercise)
- Relevant medical history and medications (as disclosed by You)
- Goals and progress notes from consultations or programmes

This information is only collected with Your explicit consent and is used solely for providing personalised coaching and support.

Usage Data

Information collected automatically when You access or use the website, such as:

- IP address
- Browser type and version
- Device information
- Pages visited and time spent on pages
- Time and date of visits
- Diagnostic and analytical data (e.g. via cookies and similar technologies)

Communication Data

Information You provide when:

- Booking a consultation or programme
- Contacting Us by email, contact forms or messaging platforms
- Subscribing to Our newsletter or resources
- Completing questionnaires or intake forms

2. How We Use Your Personal Data

We use Your personal data for the following purposes:

To Provide Naturopathic Health Coaching & Menopause Support

- To assess Your needs and goals
- To create and deliver personalised coaching plans and recommendations
- To monitor Your progress and adjust support over time
- To provide follow-up information and resources related to Your sessions

To Communicate with You

- To contact You by email, telephone or other electronic means regarding bookings, session reminders, follow-ups, and service updates
- To respond to Your questions, feedback, or requests for support

To Provide and Maintain Our Services

- To operate, support, improve and manage Our website, programmes, and coaching services
- To manage bookings, payments and administration

To Manage Your Requests

- To respond to and manage enquiries, support requests or communications submitted by You

To Send Relevant Information

- To send newsletters, educational content, or information about services similar to those You have purchased or enquired about
- You may opt out of marketing emails at any time by using the unsubscribe link or contacting Us directly

For Business Administration

- To support internal record keeping
- For staff training and professional supervision (on a confidential basis)
- For service evaluation and improvement

For Analysis and Improvement

- To identify usage trends
- To evaluate performance of Our website and services
- To refine user experience and improve Our offerings and communication

For Legal Compliance

- To meet legal or regulatory obligations (for example, tax, accounting, or professional insurance requirements)
- To respond to lawful requests and protect Our rights

For Business Changes

- In the event of business restructuring or transfer (e.g. change of ownership, incorporation), Your personal data may be transferred under appropriate safeguards, ensuring continued protection of Your data.

3. Sharing Your Personal Data

We may share Your personal data in the following limited circumstances:

We Never Sell Your Personal Data

We do not, and will never, sell Your personal data to any third party.

With Service Providers

We may share Your data with trusted third parties who assist Us in delivering Our services, such as:

- Online booking and scheduling providers
- Practice management tools
- Email newsletter services
- Payment processors
- Website hosting and analytics providers
- Secure video-conferencing platforms (for online sessions)

These providers operate under contract and must protect Your data and only use it in accordance with Our instructions.

With Professional Advisors

Where necessary, we may share limited information with professional advisers (e.g. accountants, legal advisers, insurers) for business, legal and regulatory purposes.

For Business Transfers

If We are involved in a merger, reorganisation or similar business change, your personal data may be transferred as part of that process, under strict controls.

With Your Consent

If You explicitly request or consent, we may share relevant information with:

- Other health or wellbeing professionals involved in Your care (e.g. your GP, therapist, or specialist)
- Third parties necessary for delivery of a specific service or programme

You may withdraw consent at any time, although this will not affect any processing already carried out.

With Other Users / Public Areas

If You choose to engage in public areas such as blog comments, social media, or community forums, any information You share may be visible to others. Please avoid sharing sensitive information in public spaces.

4. Retention of Personal Data

We keep Your personal data only for as long as necessary to fulfil the purposes for which it was collected, including meeting legal, accounting and regulatory obligations.

- **Health and consultation records** are retained in line with professional and legal guidelines (for example, typically for several years after Your last session).
- **General Personal Data** is retained according to Our internal retention schedules.
- **Usage Data** is usually kept for shorter periods, unless required for security, service improvement or legal reasons.

When data is no longer needed, it will be securely deleted or anonymised.

5. International Transfers

We do not routinely transfer personal data outside the United Kingdom.

If an international transfer becomes necessary (for example, through a service provider based outside the UK), We will ensure appropriate safeguards are in place in accordance with UK GDPR requirements, such as standard contractual clauses or equivalent protections.

6. Your Rights Under UK GDPR

You have the following rights regarding Your personal data:

- **Right of access** – to request copies of the personal data We hold about You.
- **Right to rectification** – to request correction of inaccurate or incomplete data.
- **Right to erasure** – to request deletion of Your data where lawful.
- **Right to restrict processing** – to request limits on how We use Your data.
- **Right to object** – to object to processing based on legitimate interests or direct marketing.
- **Right to data portability** – to request transfer of Your data to another provider where applicable and technically feasible.

To exercise these rights, please contact Us using the details in Section 13. We may need to verify Your identity before responding to certain requests.

7. Deleting Your Personal Data

You may request that We delete personal data We hold about You.

We will comply unless We are required to retain certain information by law or professional obligation, or where We have a legitimate and lawful basis to retain it (for example, in relation to financial records, insurance, safeguarding or regulatory requirements).

Where possible, you may also update or delete certain information directly through Your account or subscription settings, if You have one.

8. Disclosure of Personal Data

We may disclose Your personal data where required to do so by law or where necessary to:

- comply with legal obligations or court orders
 - protect Our rights or property
 - prevent or investigate potential wrongdoing
 - protect the safety of Our clients, the public, or others
 - defend against legal claims
-

9. Security of Personal Data

We take appropriate technical and organisational measures to protect Your personal data against unauthorised access, loss, alteration or misuse. These may include:

- Secure systems and passwords
- Restricted access to client records
- Encrypted communications where appropriate
- Use of reputable third-party tools with strong security standards

However, no method of electronic storage or transmission is entirely secure, and We cannot guarantee absolute protection.

10. Children's Privacy

Our website and services are intended for adults. We do not knowingly offer services to, or collect personal data from, anyone under the age of 18.

If You believe that a child under 18 has submitted personal data to Us in error, please contact Us immediately so that We can remove the information securely.

11. Links to External Websites

Our website, emails or social media may contain links to third-party websites or resources.

We are not responsible for the content, privacy practices or security of those external sites and encourage You to review their privacy policies before providing any personal data.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any significant changes will be communicated via a notice on Our website or by email where appropriate. Changes take effect when published, and the “Last updated” date will be revised accordingly.

We recommend that You review this Privacy Policy periodically to stay informed about how We protect Your information.

13. Contact Us

If You have any questions about this Privacy Policy, our handling of Your data, or wish to exercise Your data rights, please contact Us:

By email:

melissakatenaturalliving@gmail.com

By post:

Data Protection Officer
Melissa Kate Natural Living
27 Chestnut Close, Rushden, NN10 9RS