



What is a Privacy Policy?

A Privacy Policy is a legal statement that explains how Five2Thrive collects, uses, stores, and protects personal information from website visitors and clients. It sets out your rights and our obligations under UK GDPR and other applicable laws, and helps build trust by being transparent about our data practices – last updated April 15, 2025.

In brief

A quick overview of how we protect your data:

- We only collect the personal information necessary to provide and improve our positive psychology, Reiki, life coaching, mindfulness, and hypnotherapy services.
- You can access, correct, or delete your data at any time.
- We never share your personal data with third parties for marketing without your permission.
- Cookies and analytics help us enhance your online experience.
- You can download a PDF copy of this policy for reference.

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1. Who are we

Website: <http://www.five2thrive.co.uk/>

Email: paul@five2thrive.co.uk

Five2Thrive offers services in positive psychology, Reiki, life coaching, mindfulness, and hypnotherapy, as well as access to free, subscription-based materials and online courses.

Psychologist | Life Coach | Mindfulness Teacher | Hypnotherapist | Energy Healer

paul@five2thrive.co.uk | +44(0) 7946327127 | 41 Muscovy House, 8 Auckland Street, London SE11 5AB





2. Information we collect

2.1 Information you give us

- Identity & contact: name, email address, phone number
- Profile data: preferences, goals, session notes
- Payment details: processed securely via Stripe/PayPal (we never store full card data)

2.2 Information from your use of our site

- Usage data: pages visited, time spent
- Technical data: IP address, browser type, device

2.3 Cookies & tracking

See section 5 for details on cookies and opt-out.

3. How we use your information

We use data to:

- Provide and personalise our coaching and digital products
- Process payments and send receipts
- Send you service updates, newsletters (with your consent)
- Analyse website performance and improve user experience
- Comply with legal obligations

4. Legal bases for processing

Under UK GDPR, we rely on the following:

- Contractual necessity: fulfilling agreements (e.g. coaching sessions)
- Consent: marketing emails and newsletters, cookie consent
- Legitimate interests: improving our services, fraud prevention, and security
- Legal obligation: record-keeping for tax and

5. Cookies and similar technologies

We use the following types of cookies to enhance your experience:

- Essential cookies (Session): Enable core site functionality such as secure login and navigation.
- Analytics cookies (2 years): Collect anonymous visitor statistics (e.g. via Google Analytics) to help us improve our service.
- Marketing cookies (optional) (6 months): Support targeted advertising (e.g. Google Ads, Facebook Ads) based on your interests.

You can manage your cookie preferences at any time via the cookie banner or your browser settings.

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6. Third-party services

We use the following third-party providers:

- Google Analytics: to understand site usage and improve UX.
- Stripe & PayPal: for secure payment processing.
- Mailchimp: for email marketing (only if opted in).

We do not sell or share your personal data for third-party marketing without your consent.

7. Data retention

We retain personal and analytical data for the following periods:

- Coaching records: 7 years after your last session.
 - Transaction records: 7 years (to comply with HMRC requirements).
 - Marketing consents: Until you choose to withdraw your consent.
 - Analytics data: 2 years, after which it is deleted or anonymised.
- Older or superseded data is securely deleted or irreversibly anonymised.

8. Your rights

Under UK GDPR, you have the right to:

- Access: receive a copy of your personal data
- Rectification: correct inaccurate data
- Erasure: request deletion ("right to be forgotten")
- Restriction: limit processing
- Data portability: receive your data in a structured format
- Object: oppose processing based on legitimate interests or marketing

To exercise your rights, contact us at paul@five2thrive.co.uk. We will respond within one month.

9. Data security

We implement industry-standard measures, including:

- TLS encryption (HTTPS) for data in transit
- Secure servers with regular security audits
- Limited access controls and staff training

In the unlikely event of a breach, we will notify affected individuals and the ICO within 72 hours.

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10. Children's privacy

Our services are intended for adults (18 years and older). We do not knowingly collect data from individuals under the age of 18. If you believe we have done so, please get in touch with us to request deletion.

11. Contact us

Five2Thrive.co.uk

41 Muscovy House,
8 Auckland Street,
London SE11 5AB.

Email: paul@five2thrive.co.uk

Phone: +44 7946327127

Thank you for choosing Five2Thrive. We look forward to supporting your journey.

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