

Privacy Policy

Creator Led Labs

Effective date: 26/02/2026

1. Who We Are

Creator Led Labs is an educational initiative offering workshops, training events and resources for freelancers and small businesses.

For the purposes of UK data protection law, Creator Led Labs is the **Data Controller**. This means we decide how and why your personal data is used.

If you have any questions about this policy or your data, you can contact us at:

Email: support@creatorledlabs.com

Address: 37 Hannay House, 23 Scott Avenue, SW15 3PD

2. Our Commitment to Your Privacy

We respect your privacy and are committed to protecting your personal data.

We will:

- Only collect information that we genuinely need
- Use your data to provide the services you have requested
- Keep your information secure

- Never sell your data
 - Allow you to opt out of communications at any time
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3. What Information We Collect

We may collect the following information:

Information you provide directly:

- Name
- Email address
- Phone number
- Company name or job title
- Billing details
- Payment information (processed securely via third party providers)

Information collected automatically:

When you visit our website, we may collect:

- IP address
- Browser type and version
- Device type
- Pages visited and time spent on the site
- Referral source

We do not collect more information than is necessary.

4. How We Use Your Information

We use your personal data to:

- Process event bookings and workshop registrations
- Send confirmation emails and event updates
- Respond to enquiries
- Send newsletters or marketing communications if you have opted in
- Improve our website and services
- Comply with legal and accounting obligations

We will only use your data for the purpose for which it was collected.

5. Lawful Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Contract** – when you book an event or purchase a service
 - **Consent** – for marketing emails and newsletters
 - **Legitimate interest** – to improve our services and manage our business
 - **Legal obligation** – for accounting and tax purposes
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6. Payments

Payments are processed securely through trusted third party providers. We do not store your full card details.

7. How Long We Keep Your Data

We only keep your personal data for as long as necessary.

Typically:

- Booking and client data: up to 6 years for tax and accounting purposes
- Marketing data: until you unsubscribe
- General enquiries: up to 24 months

You can request deletion at any time.

8. Who We Share Your Data With

We may share your information with trusted service providers who help us operate our business, such as:

- Payment processors
- Email marketing platforms
- Website hosting providers
- Accounting software providers

These providers only process your data on our instructions and are required to keep it secure.

We do not sell or rent your data to third parties.

9. International Transfers

Some of our service providers may store data outside the UK. Where this happens, we ensure appropriate safeguards are in place in line with UK GDPR requirements.

10. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent at any time
- Request a copy of your data in a portable format

To exercise any of these rights, please email: support@creatorledlabs.com

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your data has been handled improperly.

11. Cookies

We may use cookies to improve your experience on our website and analyse traffic.

You can control or disable cookies through your browser settings.

If required, a separate Cookie Policy will be provided.

12. Third Party Links

Our website may contain links to other websites. We are not responsible for the privacy practices of external sites. Please review their policies separately.

13. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised effective date.