

Privacy Policy

Last updated 16 September 2026

This policy explains how Heather Bradley, an England-based sole trader. Lemurian Love and heatherbradley.love are websites operated by Heather Bradley, collects, uses and protects personal information. It covers lemurianlove.com, the Heather Bradley Client Portal where relevant, and the related digital products, courses, communities and events offered through this website.

Who is responsible for your information

Heather Bradley is the data controller. In this policy, “we”, “us” and “our” refer to Heather Bradley. For privacy enquiries or requests, email heather@lemurianlove.com.

Correspondence address

Heather Bradley

Lytchett House, 13 Freeland Park

Wareham Road, Poole, Dorset, BH16 6FA

United Kingdom

Our spiritual education and personal-development activities are separate from our therapy practice. Therapy information is not added to these marketing lists unless the person separately opts in. This policy does not replace the separate privacy information provided for therapy services.

Information we collect and where it comes from

We collect information you provide through forms, purchases, registrations, emails, your account and participation in our activities. Depending on the interaction, this may include:

Your name, email, messages, account details and marketing preferences.

Order, billing, payment-status, instalment, refund and transaction information. Payment providers handle payment credentials; we do not ask you to send full card details by email.

Course enrolments, access records, attendance, community posts, display names and reported messages.

Images, voice, spoken contributions and transcripts where a session is recorded, and event photographs where notified.

IP address, browser, device, security logs, cookie preferences and website activity where the relevant tracking is enabled with consent.

We also receive relevant information from payment and platform providers, and from social platforms when you register or contact us there. We collect only what is needed. Phone, delivery, emergency-contact, dietary or accessibility details are requested only where relevant to a particular offering. If you provide an emergency contact, please tell them that you have given us their details.

How we use personal information

Purposes and lawful bases

Contract: we use registration, order, account and contact details to take steps you request before purchase, deliver products and courses, manage payments and access, provide promised replays, and answer service enquiries. Without information essential to an order or booking, we may be unable to provide it.

Legal obligations: we retain necessary financial records and use information to comply with tax, accounting and other applicable legal duties.

Legitimate interests: we use proportionate information to answer general enquiries, organise free events, protect accounts, prevent fraud, moderate communities, manage complaints and legal claims, and maintain business records. Our interests are running a secure, reliable business and protecting customers and our work. We consider your rights and reasonable expectations before relying on these interests.

Consent: we rely on consent for optional email subscriptions, optional analytics and advertising tracking, and identifiable public promotional use of testimonials, images or contributions. Consent can be withdrawn without affecting the lawfulness of earlier use.

Sensitive information and adults

Our offerings are intended for adults aged 18 or over. We do not knowingly seek children's information. Please contact us if a child has provided personal information.

Please do not put medical details, trauma histories or other sensitive information in general contact forms or recorded discussions. Spiritual beliefs, health and some dietary or accessibility information may be special-category data. Where we need such information to arrange an accommodation, we will explain why and normally ask for explicit consent, alongside the relevant ordinary lawful basis. We may also process information where necessary for legal claims or a genuine emergency under the applicable legal conditions. We limit access and delete unnecessary sensitive disclosures.

Marketing choices

Optional subscriptions may cover Lemurian Love's related spiritual education, personal development, soul-awakening, meditation, channelled work, courses, events and books. We do not add therapy contacts without a separate opt-in.

We may email customers about our own similar offerings under the lawful soft opt-in, only where we collected the address during a sale or sales negotiation and offered a clear refusal both then and in every message. We use consent where required by the recipient's applicable law. These messages do not include unrelated therapy marketing.

You can object to direct marketing at any time, free of charge, using the unsubscribe link or emailing us. We keep a minimal suppression record to respect your choice. Receipts, access links and necessary service updates may still be sent. Registering for a free event or joining a community does not itself mean agreement to marketing.

Providers and online technology

Who receives information

We share only information relevant to the service being provided. Providers used or planned for the relevant activities include:

FEA Create and its underlying service providers for websites, forms, email delivery, orders, courses and the Client Portal; Stripe for payments, refunds and payment security.

Google Workspace for email and business administration; Microsoft OneDrive for storage and backups; Dropbox where used for file storage or delivery.

Zoom, including recording or transcription features where enabled, and Descript for hosting sessions and editing or transcribing recordings.

Google Analytics for optional audience measurement and Meta for optional advertising measurement and Facebook communities, where those features are used.

Providers may act as processors under our instructions or as independent controllers for their own purposes, such as payment security or social-platform accounts. Their own privacy notices explain those independent uses. We may also share necessary information with professional advisers, insurers, event venues or service suppliers, and authorities where lawfully required. We do not sell personal information.

International processing

Some providers and their service providers process information outside the UK, including in the United States and the EEA. Where a restricted transfer occurs, we use an applicable UK adequacy arrangement or appropriate contractual safeguards, such as the UK International Data Transfer Agreement or UK Addendum to approved standard contractual clauses, with assessments and additional protections where required. You can email us for details or a copy of the safeguards relevant to your information, with confidential information redacted where necessary.

Cookies and advertising

Essential cookies and similar technology support security, login, shopping and other services you request. Where Google Analytics is enabled, it may receive device identifiers, page views and activity to measure website use. Where Meta Pixel is enabled, Meta may receive identifiers and events such as page visits, sign-ups or purchases, to measure advertising and build relevant audiences; Meta may connect this with information it holds about you.

On our websites and funnels, the cookie banner lets you accept optional cookies, reject them or manage categories such as analytics and advertising separately. Optional tracking requires your consent; essential cookies remain enabled. Choices are remembered for the configured consent period and can be changed through cookie settings. The notice lists enabled technologies, purposes and durations. Forms, checkouts and the Client Portal may have separate notices and controls; a privacy-policy link or general terms checkbox is not consent to optional tracking.

Automation and AI tools

Routine systems may send receipts, grant access or retry payments. We do not use solely automated decisions that have legal or similarly significant effects on you. Session notices explain recording or transcription tools in use. We do not routinely send private community messages to AI tools. Any materially different use of customer information with AI tools or customer-list advertising will be explained before it begins, with the required lawful basis and safeguards.

Participation and retention

Recordings and photographs

Advance booking or joining information explains which sessions are recorded, the intended audience, replay access and any transcription. A meeting may already be recording when you join. You may keep your camera and microphone off; speaking or appearing on camera may put your contribution in the recording. Typed chat is kept separate from recordings, transcripts and replays, and is not reused as anonymous questions.

We use recordings to provide the promised attendee replay where necessary for the course contract; proportionate administration may rely on legitimate interests. Transcripts may support participant materials and our notes. We do not promise routine editing of individual contributions, but your legal privacy rights remain available.

Our teaching may be reused in on-demand products. Identifiable participant reuse outside the original attendee replay, including in a separately sold course or public promotion, requires separate, specific permission or removal of identifying material. General agreement to course terms is not unlimited permission for these uses. We ask separately before publishing identifiable testimonials, close-up photographs or personal stories, explaining where they will appear. Event notices explain photography and ways to avoid appearing.

Course communities

Course posts and chosen display names are visible to members of that course and relevant administrators. Pseudonyms are welcome, but the content of a post may still identify you. Communities may offer text, links and private messaging. We do not routinely read private member messages; reported content may be reviewed to resolve a safety or moderation issue. Platform providers may process messages to operate their services.

Posts may remain after access ends to preserve useful discussions, for as long as needed for that purpose. You can request removal or anonymisation of your personal information. We may remove harmful, unlawful or confidential material. Optional Facebook groups are governed also by Meta's privacy arrangements; essential course delivery and support remain available through FEA Create.

How long we keep information

Ordinary enquiries: normally up to two years after the last conversation, longer only where needed for a dispute or legal requirement.

Marketing records: until you unsubscribe or they are no longer needed, with a minimal suppression record retained to honour your objection.

Tax and transaction records: for the legally required period, normally at least five years after the relevant Self Assessment submission deadline, and longer for an unresolved enquiry or claim.

Accounts and community records: while needed for access, course operation or resolving disputes; unnecessary records are deleted or anonymised.

Raw course recordings and transcripts: through editing and publication, then normally deleted within 12 months of publication, unless a complaint, insurance matter or legal claim requires retention. Unpublished material is reviewed at least annually.

Final recordings: while the course is available; standalone replay files for the stated replay period unless retained for a disclosed, lawful further use. Event accommodation information is removed once no longer needed for the event or any related issue.

Deleted information may remain temporarily in backups until the normal overwrite cycle. Consent records and limited complaint records may be kept where necessary to demonstrate our compliance.

Your rights and contacting us

Your privacy rights

Depending on the circumstances, you may ask to access or correct your information, have it erased, restrict its use, or receive certain information in a portable format. You may object to processing based on legitimate interests. You have an unconditional right to object to direct marketing.

Where we rely on consent, you can withdraw it at any time by emailing us or using the relevant preference control. Withdrawal does not affect earlier lawful processing. Some records may still be needed under a different lawful basis, such as tax records.

Please send requests to heather@lemurianlove.com. We may ask for reasonable identity information where necessary to protect your data. We normally respond without undue delay and within one month. If a lawful extension or clarification process applies, we will explain it. Requests are normally free. Deleting an account can end portal access, but does not automatically erase records we must retain. We will explain the access consequences before closing a paid account.

Keeping information secure

We use appropriate access controls, device protection, security updates, malware protection and backups, and restrict access to information to those who need it. No online system is completely secure. If a breach occurs, we investigate and take protective action, including notifying the regulator and affected people where the law requires it.

Complaints

If you have a concern, please email heather@lemurianlove.com or write to the correspondence address below. We aim to respond to ordinary enquiries and complaints within 10 working days, excluding weekends and public holidays in England, and keep you informed if more time is needed. This target does not extend legal deadlines.

You may complain to the UK Information Commissioner's Office at any time; you do not have to contact us first. See <https://ico.org.uk/make-a-complaint/>. If applicable, you may also complain to the data-protection authority where you live or work.

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International visitors and changes

Our websites can be accessed internationally. Applicable mandatory privacy rights remain protected. If our activities require an overseas representative, we will make the representative's contact details available in the relevant privacy information.

We update this policy when our activities, providers or legal requirements change. The date above identifies this version. We will bring material changes to your attention where appropriate and obtain fresh consent where required.