SheVive Ltd Privacy Notice

Last updated: 7 October 2026

Introduction

SheVive Ltd is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Notice explains how we collect, use, store and protect your personal information when you:

- visit our website
- download resources or lead magnets
- subscribe to our emails
- enquire about our services
- attend events, retreats or programmes
- work with us as a client

SheVive Ltd is the data controller responsible for your personal information.

Contact Details

SheVive Ltd

Email: info@shevive.co.uk

Registered address: 167-169 Great Portland St, 5th Floor, London W1W 5PF

If you have any questions about this Privacy Notice or how we use your information, please contact us using the details above.

Information We Collect

Depending on how you interact with us, we may collect:

Identity and Contact Information

- Name
- Email address
- Telephone number

- Postal address

Health and Wellbeing Information

Where relevant to providing services safely and effectively, we may collect:

- Health information
- Dietary requirements
- Allergies
- Lifestyle information
- Information relating to symptoms or wellbeing concerns

Health information is treated as special category personal data under UK GDPR and receives additional protection.

Marketing Information

- Communication preferences
- Records of consent
- Email engagement data (such as whether emails have been opened or links clicked)

Website Information

We may collect:

- IP address
- Device information
- Browser type
- Website usage information
- Pages visited and interactions with our website

This information may be collected through cookies and analytics tools.

Other Information

- Enquiries submitted through our website
- Feedback, testimonials, compliments or complaints
- Information you voluntarily provide to us

How We Use Your Information

We use your information to:

- Provide programmes, retreats, events and services
- Deliver free resources and lead magnets

- Respond to enquiries
- Manage bookings and client relationships
- Communicate important service updates
- Send marketing communications where you have consented
- Improve our services and website
- Meet legal, regulatory and accounting requirements
- Protect the safety and wellbeing of participants

Our Lawful Bases for Processing

Under UK GDPR, we must have a lawful basis for processing your information.

Providing Services

Lawful basis:

- Contract

Where health information is involved:

- Explicit Consent

Marketing Communications

Lawful basis:

- Consent

You may withdraw your consent or unsubscribe at any time.

Responding to Enquiries

Lawful basis:

- Legitimate Interests

Legal and Financial Obligations

Lawful basis:

- Legal Obligation

Website Analytics and Improvements

Lawful basis:

- Legitimate Interests
- Consent where required through cookie preferences

Special Category Health Information

Some of the information we collect may relate to your health or wellbeing.

We only collect this information where it is relevant to providing safe and appropriate support, programmes, retreats or services.

We process health information using your explicit consent and take additional steps to safeguard this information.

You may withdraw your consent at any time, although this may affect our ability to provide certain services such as confirmations and reminders.

Marketing Communications

If you subscribe to our email list, waitlist, download a lead magnet, join a challenge, join a programme or event, or opt in to receive communications, we may send:

- Educational content
- Resources and guidance
- News and updates
- Information about programmes, retreats and events
- Special offers

You can unsubscribe at any time by clicking the unsubscribe link included in our emails or by contacting us directly.

Who We Share Information With

We do not sell your personal information.

We may share information with trusted service providers who help us operate our business.

These may include:

- Email marketing providers
- Website hosting providers
- Booking systems
- Payment processors
- Accountants and professional advisers
- Technology and software providers

These organisations are only permitted to process information on our behalf and under our instructions.

We may also disclose information where required by law.

International Transfers

Some of our service providers may process personal information outside the United Kingdom.

Where this occurs, we ensure appropriate safeguards are in place to protect your information, including approved contractual protections or reliance on adequacy regulations where applicable.

Data Retention

We keep personal information only for as long as necessary for the purposes for which it was collected.

Generally:

- Marketing information is retained until you unsubscribe or withdraw consent.
- Client records are retained for as long as necessary to provide services and comply with legal obligations.
- Financial records are retained in accordance with UK tax and accounting requirements.
- Health information is retained only for as long as necessary to provide services safely and effectively, unless a longer retention period is required by law.

When information is no longer required, it is securely deleted or anonymised.

Data Security

We take appropriate technical and organisational measures to protect your information against unauthorised access, loss, misuse, alteration or disclosure.

While no method of transmission over the internet is completely secure, we take reasonable steps to safeguard your information.

Your Rights

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

- Access your personal information
- Request correction of inaccurate information

- Request deletion of your information
- Request restriction of processing
- Object to processing
- Request transfer of your information to another organisation in certain circumstances
- Withdraw consent where consent is the lawful basis for processing

To exercise any of these rights, please contact us using the details provided above.

We will normally respond within one calendar month.

Cookies

Our website may use cookies and similar technologies to improve your experience and understand how visitors use our website.

You can manage cookie preferences through your browser settings and any cookie consent tools provided on the website.

Children's Privacy

Our services are intended for adults. We do not knowingly collect personal information from children.

Changes to This Privacy Notice

We may update this Privacy Notice from time to time.

Any changes will be published on this page and the updated version will include a revised "Last Updated" date.

How to Make a Complaint

If you have concerns about how we use your personal information, please contact us first so that we can try to resolve the issue.

Please email info@SheVive.co.uk

You also have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk