

Privacy Notice — The Sovereign Body Method

1. Who we are

This notice explains how we collect, use and protect your personal information when you enquire about or join The Sovereign Body Method coaching programme.

The data controller is MFB Osteopathy Ltd (company number 16807944), Elsie House, 30 High Street, Hoddesdon, Hertfordshire EN11 8BP. Coaching is delivered by Monica Blackburn, who is responsible for your data. We are registered with the Information Commissioner's Office, registration number ZA393102.

For any privacy question or request, email info@mfb-osteopathy.com or write to us at the address above.

If you are also a patient of MFB Osteopathy, your clinical records are covered by the clinic's own privacy notice and kept separately from your coaching records.

2. What we collect

We collect only what we need to coach you well, run the programme and meet our legal obligations.

Type	Examples
Contact and identity	Name, address, email, phone number, date of birth
Health and wellbeing (special category)	Health questionnaire answers, medical history, injuries, medication, menopause stage, sleep, nutrition, training and progress notes
Coaching records	Session notes, goals, your personalised framework, and Zoom recordings and AI-generated transcripts of calls
Messages	What you send us through Telegram and email
Payment	Payment amounts and dates. Card details are handled by Stripe; we never see or store them
Testimonials	Your words, photos or results, only if you give separate written consent

Most of this comes directly from you. We don't buy data or collect it from third parties.

3. How we use it and why we're allowed to

UK GDPR requires a lawful basis for each use of your data. Ours are:

Purpose	Lawful basis
Delivering your coaching, sessions and support	Performance of our contract with you
Using your health information to tailor the programme safely	Your explicit consent (special category data)
Recording and transcribing calls	Your consent; you can ask for any call not to be recorded
Taking payment and keeping financial records	Contract, and our legal obligations to HMRC
Keeping records to respond to any complaint or claim	Our legitimate interests
Sending newsletters or programme updates	Your consent, which you can withdraw at any time
Publishing a testimonial	Your separate written consent

You can withdraw consent at any time by emailing us. If you withdraw consent for us to use your health information, we may not be able to continue coaching you safely, and we'll talk that through with you.

We do not make automated decisions about you. AI tools are used only to transcribe and summarise calls, and Monica reviews everything.

4. Who we share it with

We never sell your data. We share it only with trusted providers who help us run the programme, under contracts that require them to keep it secure and use it only on our instructions.

Provider	What for
Zoom	Video coaching calls, recordings, and AI transcription and summaries

Provider	What for
Telegram	Messaging support between calls
Stripe	Taking payments
Google Workspace	Email, session notes and your shared resource document
Cooper Financials Ltd	Our accountants, for financial records and tax

Some of these providers store data outside the UK, including in the United States. Where that happens, we rely on UK adequacy regulations, including the UK-US data bridge, or the UK's approved data transfer agreements, to keep your data protected to UK standards.

We may also share information where the law requires it, or if we believe you or someone else is at serious risk of harm.

5. How long we keep it

We keep your data only as long as we need it, then delete it securely.

Data	Kept for
Zoom recordings	3 months after your programme ends
Health questionnaire, session notes and transcripts	6 years after your programme ends
Telegram messages	6 months after your programme ends
Payment and financial records	6 years from the end of the financial year, as required by HMRC
Enquiries that don't lead to joining	12 months from your last contact
Marketing list	Until you unsubscribe
Testimonials	Until you withdraw consent

We keep notes for 6 years because that is how long a legal claim about our services could be brought.

6. Your rights

You have the right to:

- access a copy of the personal information we hold about you
- ask us to correct anything that's wrong or incomplete
- ask us to delete your data, where we have no legal reason to keep it
- ask us to restrict or stop using your data in certain circumstances
- receive your data in a portable format
- object to us using your data based on our legitimate interests
- withdraw your consent at any time

To use any of these rights, email info@mfb-osteopathy.com. There's no charge, and we'll respond within one month.

If you're unhappy with how we've handled your data, please tell us first so we can put it right. You also have the right to complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

7. Security, marketing and changes

Keeping your data safe. Your records are stored in password-protected, access-controlled systems with two-factor authentication. Only Monica has access to your coaching records. If a data breach ever put you at risk, we would tell you and the ICO as the law requires.

Marketing. We'll only send you newsletters or offers if you've opted in, and every email includes an unsubscribe link.

Under 18s. The programme is for adults only, and we do not knowingly collect data from anyone under 18.

Changes to this notice. We may update this notice as our programme or the law changes. The latest version will always be on our website, and we'll tell current clients about any significant change.

Last updated: 23 September 2026.