

Privacy Policy - Heartfelt Healing Hub

1. Short & Friendly Privacy Policy We care about your privacy. Here's the quick version: **What we collect:** Your name, email, and any info you share when using our site. We also collect basic browsing details like your IP address and which pages you visit. **Why we collect it:** To make our site work better for you, process orders, and send you updates (only if you've opted in). **Who sees your info:** Only us and trusted partners who help run our site (like payment processors and hosting providers). We never sell your data. **Cookies:** Yes, we use them — but only to improve your experience. You can turn them off in your browser settings. **Your rights:** You can ask us to show you, change, or delete your data anytime. Questions? Email us at Info@heartfelthealinghub.co.uk.

2. Full Legal Privacy Policy (GDPR + CCPA Ready) **Effective Date:** 14th July 2025

Last Updated: 14th July 2025

1. Introduction This Privacy Policy explains how Heartfelt Healing Hub ("Company," "we," "us," or "our") collects, uses, and shares your information when you visit www.heartfelthealinghub.co.uk. We comply with the EU General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA).

2. Information We Collect **Personal Data:** Name, email address, phone number, billing/shipping address, payment details (processed securely via third-party providers). **Usage Data:** IP address, browser type, device information, browsing patterns, and access times. **Cookies & Tracking:** We use cookies and similar technologies for analytics, personalization, and security.

3. How We Use Your Data Provide, operate, and improve our services Process payments and deliver products/services Respond to inquiries Send updates and marketing communications (only with your consent) Comply with legal obligations

4. Legal Basis for Processing (GDPR) We process your personal data only when: You have given consent It is necessary for the performance of a contract It is required to comply with a legal obligation It is in our legitimate interests and does not override your rights

5. CCPA Rights (California Residents) If you are a California resident, you have the right to: Know the categories of personal information we collect and how we use it Request deletion of your personal information Opt-out of the sale of your data (we do not sell personal data) Receive equal service even if you exercise privacy rights

6. Data Sharing We share information only with service providers, legal authorities when required, and business transferees in case of a merger or sale.

7. Data Retention We retain personal data only as long as necessary for the purposes described in this policy, unless a longer retention period is required by law.

8. Your Rights You have the right to access, update, or delete your personal information; restrict or object to data processing; withdraw consent for marketing; and file a complaint with a supervisory authority (EU residents).

9. Security We use industry-standard security measures to protect your information, but no method is 100% secure.

10. International Transfers Your information may be transferred and processed in another country with different data protection laws.

11. Children's Privacy We do not knowingly collect data from children under 13 (or under 16 in the EU).

12. Changes to This Policy We may update this policy from time to time. Changes will be posted on this page with a revised "Last Updated" date.

13. Contact Information Email: Info@heartfelthealinghub.co.uk
Address: Cathedral Road, Cardiff, CF11 9HA