

Privacy Policy

Effective Date: 1st August 2025

Last Updated: 5th September 2025

At **Grounded Renewal Ltd** (“we,” “our,” “us”), we value your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect your information when you use our website, coaching services, programs, products, and payment systems (“Services”).

By using our website or purchasing our Services, you agree to the terms described below.

1. Information We Collect

We collect the following types of information:

a) Personal Information You Provide

- Name, email address, and phone number
- Billing and payment details (processed securely via **Stripe**)
- Information you share during coaching sessions, forms, or inquiries

b) Automatically Collected Data

- IP address, browser type, device information
- Usage data, such as pages visited and time spent on the site

c) Payment Data

- Payments are processed securely through **Stripe**.
- We do **not** store your full payment card details on our servers.
- Stripe’s privacy policy can be found here: <https://stripe.com/privacy>

2. How We Use Your Information

We use your personal data to:

- Deliver coaching services, workshops, and programs
- Process payments and manage billing
- Send confirmations, reminders, and program-related updates
- Improve our website, services, and client experience
- Comply with legal obligations

We will **never sell, rent, or trade** your personal data to third parties.

3. Legal Basis for Processing Data

If you are based in the EU/UK under **GDPR**, we process your personal data under the following legal bases:

- **Contractual necessity** – to deliver coaching services and process payments
 - **Legitimate interests** – to improve our services and communicate with you
 - **Consent** – where you've opted in to newsletters or updates
 - **Legal obligation** – to comply with applicable laws
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4. Sharing Your Information

We only share your information when necessary:

- **With service providers:** e.g. Stripe for secure payments, email platforms for communication
 - **When legally required:** e.g. to comply with court orders, tax obligations, or prevent fraud
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5. Data Security

We implement reasonable technical and organisational measures to protect your information, including:

- SSL encryption on our website
 - Secure payment processing through **Stripe**
 - Restricted access to personal data within our systems
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6. Data Retention

- We keep your personal data only as long as necessary to provide our Services or comply with legal obligations.
- You may request deletion of your data at any time (see **Section 8**).

7. Cookies & Tracking

Our website may use cookies to:

- Improve website performance and functionality
- Analyse traffic and user behaviour
- Deliver relevant marketing where you have consented

You can manage or disable cookies in your browser settings.

8. Your Rights

Depending on your location, you may have the right to:

- **Access** – Request a copy of your personal data
- **Rectification** – Correct inaccurate or incomplete data
- **Erasure** – Request deletion of your data (“Right to be forgotten”)
- **Restriction** – Limit processing of your data
- **Portability** – Request your data in a usable format
- **Withdraw consent** – Opt out of marketing at any time

To exercise your rights, contact us using the details below.

9. International Data Transfers

As our Services may be accessed globally, your data may be processed outside your home country. We ensure appropriate safeguards, such as **GDPR-compliant contracts** and secure encrypted systems.

10. Children’s Privacy

Our Services are not directed at children under **18**. We do not knowingly collect personal data from minors.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated “Last Updated” date.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact us:

Grounded Renewal

Email: tanyanizam@groundedrenewal.com

Website: www.groundedrenewal.com