



# Reconnect and Create Ltd

## GDPR Privacy Policy

Last updated: 02/02/26

Reconnect and Create is committed to protecting your privacy and handling your personal information with care, transparency, and respect. This Privacy Policy explains how we collect, use, store, and protect your personal data when you interact with us, including when you book events, contact us, or join our mailing list.

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### 1. Who We Are

Reconnect and Create

Email: [hello@reconnectandcreate.co.uk](mailto:hello@reconnectandcreate.co.uk)

Website: [www.reconnectandcreate.co.uk](http://www.reconnectandcreate.co.uk)

For the purposes of data protection law, reconnect and Create is the “data controller” responsible for your personal information.

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### 2. What Information We Collect

We may collect the following personal information:

- Name
- Email address
- Telephone number
- Booking and payment information
- Emergency contact details (where required for events)
- Feedback, testimonials, or survey responses
- Any information you choose to share with us in correspondence

We do not knowingly collect information about children without parental consent.

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### 3. How We Collect Your Information

We collect personal information when you:

- Book an event or workshop
- Complete a contact form
- Join our mailing list
- Provide feedback or testimonials
- Communicate with us by email, phone, or social media

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### 4. How We Use Your Information

We use your personal data to:

- Process bookings and payments
- Communicate with you about your bookings
- Respond to enquiries
- Provide event information and updates
- Send newsletters and marketing emails (with your consent)
- Improve our services
- Meet legal and safety obligations

We only use your information for the purposes for which it was collected.

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## 5. Lawful Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

### **Contract**

To fulfil bookings and provide our services.

### **Consent**

For marketing emails and newsletters.

### **Legitimate Interests**

To respond to enquiries and improve our services.

### **Legal Obligation**

To meet health, safety, and financial record requirements.

You may withdraw your consent at any time.

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## 6. Marketing and Mailing Lists

We will only send you marketing emails if you have given clear consent.

Our emails may include:

- Event updates
- Workshop announcements
- Special offers
- News and inspiration

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

We will never sell your data to third parties.

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## 7. Sharing Your Information

We do not share your personal information with third parties, except where necessary for:

- Payment processing
- Website hosting
- Email distribution services
- Legal or regulatory requirements

All third-party providers are required to handle your data securely and lawfully.

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## 8. Data Storage and Security

We take appropriate steps to protect your information, including:

- Secure digital storage
- Password protection
- Restricted access
- Secure systems and devices

We regularly review our security measures to ensure your data remains protected.

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## 9. How Long We Keep Your Data

We only keep personal information for as long as necessary.

Typically:

- Booking records: Up to 7 years (for financial/legal purposes)
- Mailing list data: Until you unsubscribe
- Enquiry records: Up to 2 years
- Feedback/testimonials: Until consent is withdrawn

You may request deletion at any time.

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## 10. Your Rights

Under data protection law, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion
- Restrict processing
- Withdraw consent
- Object to marketing
- Request data portability

To exercise any of these rights, please contact us.

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## 11. Photographs and Media

We may take photographs or videos at events for promotional purposes.

We will only use images where:

- You have given consent, or
- You are not personally identifiable

You may withdraw consent for image use at any time.

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## 12. Links to Other Websites

Our website may contain links to third-party sites.

We are not responsible for the privacy practices of other websites. Please check their policies separately.

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## 13. Complaints

If you are unhappy with how we handle your data, please contact us first so we can try to resolve your concern.

You also have the right to complain to the

Information Commissioner's Office

Website: [www.ico.org.uk](http://www.ico.org.uk)

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## 14. Changes to This Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page with an updated date.

We recommend checking this policy periodically.

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## 15. Contact Us

If you have any questions about this Privacy Policy or how your data is used, please contact:

Email: [hello@reconnectandcreate.co.uk](mailto:hello@reconnectandcreate.co.uk)

Website: [www.reconnectandcreate.co.uk](http://www.reconnectandcreate.co.uk)

Phone:

Hannah: 07917 583344

Marie: 07949 269149

Rodger: 07901 996088