



PRIVACY & COOKIE POLICY

Last Updated: 6 July 2026

1. Introduction

Soul in Flow ("I", "me", "my") is committed to protecting your privacy and handling your personal information with care, transparency and respect. This Privacy & Cookie Policy explains how I collect, use, store and protect your personal data when you visit my website, contact me, book services, or participate in Reiki, Quantum Healing Hypnosis Technique (QHHT), spiritual coaching or other holistic wellbeing services.

I process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation

2. Who I Am

Business Name: SOUL IN FLOW

Website: www.soulinflow.co.uk

Email: hello@soulinflow.co.uk

Telephone: +44 7591 028967

Data Controller: Veronica Nikolova

3. Information I Collect

Depending on the services you request, I may collect the following information:

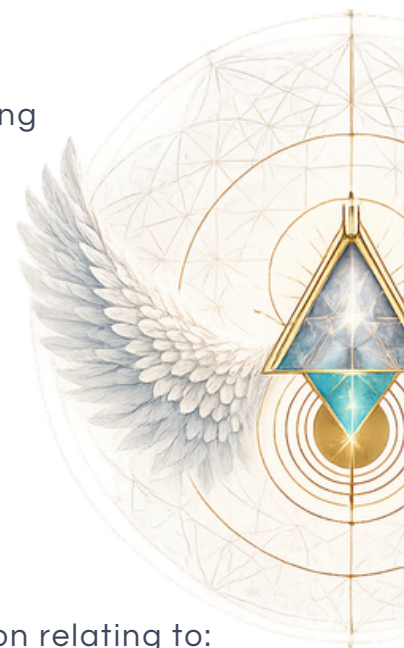
Personal Information

- Name
- Email address
- Telephone number
- Postal address (where provided)
- Appointment details
- Communication records

Health and Wellbeing Information

Where relevant to the services I provide, I may collect information relating to:

- Physical health
- Emotional wellbeing
- Medical history relevant to your session
- Session notes



This information may constitute special category data under UK GDPR and is afforded additional legal protection.

Session Audio Recordings

Where applicable, and only with your knowledge and consent, I may create an audio recording of your session. These recordings may contain personal information and special category data and are processed in accordance with this Privacy Policy.

Website Information

When you visit my website, I may collect:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of your visit
- Website usage and performance statistics

4. How I Use Your Information

I use your information to:

- Respond to enquiries
- Arrange and manage appointments
- Deliver Reiki, QHHT, meditation practice and related wellbeing services
- Maintain client records
- Send appointment confirmations and reminders
- Improve my website and services
- Meet legal and regulatory obligations

I will only use your personal information where I have a lawful basis for doing so.

5. Lawful Bases for Processing

Under UK GDPR, I rely on one or more of the following lawful bases:

Contract

To provide the services you request, manage bookings and communicate with you about your appointments.

Consent

Where you voluntarily provide information, consent to session recordings, subscribe to newsletters or agree to optional website cookies.

You may withdraw your consent at any time where processing relies upon it.

Legal Obligation

Where processing is necessary to comply with legal or regulatory requirements.

Legitimate Interests

To operate, administer and improve my business, maintain records, respond to enquiries and protect the security of my website and services, provided these interests do not override your rights and freedoms.

Special Category Data

Where I process information relating to your health or wellbeing, or session audio recordings containing special category data, I do so with your explicit consent and, where applicable, for the provision of holistic wellbeing services.

6. How I Store and Protect Your Data

I take reasonable technical and organisational measures to protect your information from unauthorised access, disclosure, loss, or misuse.

Information may be stored:

- Securely on password-protected devices
- Within secure email systems
- Through secure booking or website platforms
- Only authorised persons have access to your information.
- Within secure cloud storage where appropriate

Access to your information is restricted to me, or carefully selected service providers acting on my behalf (such as secure website hosting, booking or cloud storage providers) where necessary to deliver my services. Any third-party providers are expected to process your information securely and in accordance with applicable data protection laws.

7. How Long I Keep Your Information

I retain personal information only for as long as necessary for the purposes for which it was collected, including legal, accounting, insurance or professional requirements.

Client records may normally be retained for up to seven years after your final appointment unless a longer retention period is required by law.

8. Session Audio Recordings

For certain services, including Quantum Healing Hypnosis Technique (QHHT), Reiki, spiritual coaching or other wellbeing sessions where appropriate, I may create an audio recording of your session.

Why recordings are made

Recordings are made to:

- Provide you with a personal record of your session for reflection and continued benefit.
- Enable you to revisit guidance, insights or information shared during your session.
- Support the delivery of the service you have requested.

Recordings are made only with your knowledge and consent.

How recordings are used

Your recording is provided solely for your personal personal use. It is not intended to diagnose, treat or replace medical, psychological, legal or financial advice.

Recordings may contain sensitive personal information, including discussions relating to your health, wellbeing, personal experiences or spiritual beliefs. They are treated as confidential and protected in accordance with UK GDPR and the Data Protection Act 2018.

Storage and Security

Session recordings are stored securely using password-protected devices and/or secure cloud storage where appropriate. Appropriate technical and organisational measures are taken to prevent unauthorised access, loss, misuse or disclosure.

Only I, as the Data Controller, have access to your recordings unless disclosure is required by law.

Retention

Where applicable, a copy of your recording will be provided to you.

Unless there is a legitimate legal, insurance or business reason to retain it for longer, recordings will normally be deleted from my systems within 90 days of your session. This allows sufficient time to resolve any technical issues with delivery or provide a replacement copy if required.

Your Rights

You may request information about any recording I hold or ask questions about how it is processed. Subject to any overriding legal obligations, you may also request that your recording be deleted before the standard retention period.

9. Sharing Your Information

I do not sell, rent or trade your personal information.

Your information may be shared only where necessary with:

- Website hosting providers
- Booking or scheduling platforms
- Professional advisers (such as accountants or insurers)
- Legal or regulatory authorities where required by law

Any third-party providers are expected to handle your data securely and lawfully.

10. Marketing Communications

If you choose to subscribe to my newsletter or marketing communications, I may send occasional updates about services, events, workshops and special offers.



Marketing communications are sent only with your consent, and you may unsubscribe at any time using the link provided in emails or by contacting me directly.

11. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete information
- Request erasure of your personal data in certain circumstances
- Request restriction of processing
- Object to certain types of processing
- Request portability of data you have provided
- Withdraw consent where processing relies upon consent

To exercise these rights, contact me using the details provided above.

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO).

Website: ico.org.uk

11. Cookies

What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help websites function properly and improve user experience.

Types of Cookies I May Use

Essential Cookies

These cookies are necessary for the operation and security of the website and cannot be switched off through the website.

They may be used for:

- Website security
- Form submissions
- Session management
- Fraud prevention

These cookies are processed on the basis of my legitimate interests in operating a secure and functional website.

Analytics Cookies

With your consent, analytics cookies help me understand how visitors use my website by collecting anonymous or aggregated information, such as:

- Number of visitors
- Popular pages
- Time spent on pages
- Website performance

This information helps me improve the website and user experience.

Preference Cookies

These remember your settings and preferences for future visits.

13. Managing Cookies

When you first visit my website, you will be given the option to accept or reject non-essential cookies through my cookie banner.

You can also manage or delete cookies at any time through your web browser settings.

Please note that disabling certain cookies may affect the functionality of parts of the website.

13. Third-Party Services

My website may contain links to external websites or use third-party services such as:

- Booking systems
- Payment processors
- Social media platforms
- Analytics services

These providers operate under their own privacy policies, and I encourage you to review them separately.

15. Changes to This Policy

I may update this Privacy & Cookie Policy from time to time to reflect changes in legislation, technology or my business practices.

Any updates will be published on this page together with a revised "Last Updated" date.

16. Contact Me

If you have any questions about this Privacy & Cookie Policy or how your information is handled, please contact:

SOUL IN FLOW

Email: hello@soulinflow.co.uk

Telephone: +44 7591 028967

Website: www.soulinflow.co.uk