

PRIVACY POLICY

Your privacy matters. Your trust matters. Your journey matters.

Thank you for choosing Cloudy to Clarity. I am committed to protecting your privacy and handling your personal information with care, respect and transparency.

This Privacy Policy explains how your information is collected, used, stored and protected when you visit my website, enquire about coaching, book sessions or work with me.

1. WHO I AM

Cloudy to Clarity is an Alcohol Free Life Coaching service operated by:

Nia Thomas
Cloudy to Clarity

✉ cloudytoclarity@hotmail.com
🌐 www.cloudytoclarity.co.uk

2. INFORMATION I COLLECT

I may collect:

- Name
- Email address
- Telephone number
- Coaching enquiry information
- Coaching session notes
- Payment information (processed securely by third-party providers)

When you visit my website, I may also collect:

- Device information
- Browser information
- Website usage statistics
- Cookie data

3. HOW YOUR INFORMATION IS USED

Your information is used to:

- Provide coaching services
- Manage bookings and appointments
- Communicate with you regarding sessions
- Deliver coaching resources and materials
- Improve services and website performance
- Meet legal and regulatory obligations

4. CONFIDENTIALITY

Everything shared during coaching sessions is treated as confidential.

Information will only be disclosed if:

- Required by law
- There is a risk of serious harm to yourself or others
- Safeguarding concerns arise
- You provide explicit permission

5. DATA STORAGE & SECURITY

Reasonable steps are taken to protect your personal information from:

- Unauthorised access
- Loss or misuse
- Alteration or disclosure

Information is stored securely and only retained for as long as necessary.

6. MARKETING COMMUNICATIONS

If you choose to receive updates, newsletters or free resources, you may unsubscribe at any time using the unsubscribe link or by contacting me directly.

7. YOUR RIGHTS

Under UK GDPR you have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Withdraw consent where applicable

To exercise these rights, please contact:

✉ cloudytoclarity@hotmail.com

8. COOKIES

My website may use cookies to improve your browsing experience and analyse website performance. You can control cookies through your browser settings.

9. UPDATES TO THIS POLICY

This Privacy Policy may be updated periodically. The latest version will always be available at:

🌐 www.cloudytoclarity.co.uk

Thank You

Thank you for trusting me to support you on your journey from Cloudy to Clarity.

You don't have to hit rock bottom to choose something better. Together we can help you reconnect with yourself, build confidence and create a life you no longer want to escape from.

Your next chapter starts here.

