

Privacy Policy for Live Mindfully Retreats

Last Updated: June 1, 2025

1. Introduction

Live Mindfully Retreats (hereinafter, "we," "us," or "our") is committed to protecting your privacy and personal data. This Privacy Policy explains how we collect, use, store, and protect your personal data when you visit our website (**Livemindfully.nl**), subscribe to our newsletter, make a booking, or interact with our advertising on platforms like Google and Meta (Facebook/Instagram).

We process your personal data in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and Spanish Organic Law 3/2018, of December 5, on the Protection of Personal Data and Guarantee of Digital Rights ("LOPDGDD").

2. Data Controller

The data controller responsible for the processing of your personal data is:

Ellen van Iersel *Autónomo* with NIF: **Y6302461S** Registered Address Partida Faraquat Poligono 15 Parcela 21 46810 Enguera, Valencia, Spain Email: **info@livemindfully.nl**

3. Personal Data We Collect

We collect various types of personal data, depending on your interaction with us:

- **When you make a booking:**
 - **Identity Data:** Full Name
 - **Contact Data:** Email Address, Phone Number.
 - **Payment Data:** Transaction details, but we do not store full credit card numbers (this is handled by secure payment gateways like Stripe).
 - **Health Information (Special Category Data):** Information about pre-existing medical conditions, allergies, dietary requirements, or injuries you provide to ensure your safety and wellbeing during the retreat. We only collect this with your explicit consent.
- **When you subscribe to our newsletter:**
 - **Contact Data:** Email Address, Name (optional).
- **When you browse our website or interact with our advertising:**
 - **Technical Data:** IP address, browser type and version, time zone setting and location, operating system and platform, and other technology on the devices you use to access this website.
 - **Usage Data:** Information about how you use our website, products, and services (e.g., pages visited, time spent on pages, referral sources).
 - **Marketing and Communications Data:** Your preferences in receiving marketing from us and our third parties and your communication preferences.

4. How We Collect Your Personal Data

We collect data from and about you through:

- **Direct interactions:** You provide us with your personal data when you fill in forms on our website, book a retreat, subscribe to our newsletter, communicate with us by email or otherwise.
- **Automated technologies or interactions:** As you interact with our website, we may automatically collect Technical Data and Usage Data using cookies and similar technologies.
- **Third parties or publicly available sources:** We may receive personal data about you from third parties such as:
 - Payment service providers (e.g., Stripe, PayPal) for processing transactions.
 - Advertising networks (e.g., Google Ads, Meta Ads) for audience insights and tracking conversions.
 - Analytics providers (e.g., Google Analytics).

5. Purposes and Legal Basis for Processing Your Personal Data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

Purpose of Processing	Type of Data Collected	Legal Basis for Processing
To process your retreat booking and provide services.	Identity, Contact, Payment, Health (with explicit consent).	Performance of a contract with you (retreat booking). Explicit consent for processing special category data (health).
To send you our newsletter and marketing communications.	Contact (Email, Name).	Your explicit consent (opt-in). You have the right to withdraw consent at any time.
To respond to your inquiries and customer service requests.	Contact, Identity, any other data you provide in your communication.	Legitimate interests (to run our business and provide good customer service).
To improve our website, products, and services.	Technical, Usage.	Legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant).
To personalize your experience on our website and through advertising.	Technical, Usage, Marketing and Communications.	Your consent (via cookie consent banner). Legitimate interests (to understand how customers use our services).
To manage our advertising campaigns on Google and Meta.	Technical, Usage (e.g., tracking conversions, remarketing audience building).	Your consent (via cookie consent banner).

To comply with legal obligations (e.g., tax, accounting).

Identity, Contact, Payment.

Compliance with a legal obligation.

Export to Sheets

6. Data Retention

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

- **Booking Data:** Typically kept for 6 years to comply with Spanish tax and accounting regulations.
- **Newsletter Subscription Data:** Kept until you unsubscribe or withdraw your consent.
- **Health Information:** Retained only for the duration of the retreat and a reasonable period thereafter for potential follow-up or legal defense, then securely deleted.
- **Website Usage Data (Analytics/Advertising):** As per the retention policies of Google Analytics and Meta Ads (e.g., typically 14 or 26 months for Google Analytics user and event data).

7. Disclosure of Your Personal Data

We may share your personal data with the following categories of recipients:

- **Service Providers:** Third-party service providers who perform services on our behalf, such as payment processing (e.g., Stripe), email marketing platforms (e.g., MailerLite, Mailchimp), website hosting, and analytics providers (e.g., Google Analytics). These providers are contractually obliged to protect your data and only use it for the purposes specified by us.
- **Advertising Partners:** Google and Meta (Facebook/Instagram) for the purpose of running advertising campaigns, tracking conversions, and building custom audiences. Data shared is typically pseudonymized or aggregated.
- **Professional Advisors:** Lawyers, accountants, auditors, and insurers who provide professional services to us.
- **Law Enforcement or Regulatory Authorities:** When required by law or in response to valid legal requests.

8. Your Legal Rights (Data Subject Rights)

Under GDPR and LOPDGDD, you have the following rights concerning your personal data:

- **The right to be informed:** About how your personal data is being used.
- **The right of access:** To request a copy of your personal data.
- **The right to rectification:** To request that inaccurate data be corrected.
- **The right to erasure ("right to be forgotten"):** To request that your data be deleted, under certain conditions.

- **The right to restriction of processing:** To request that the processing of your data be limited, under certain conditions.
- **The right to data portability:** To receive your personal data in a structured, commonly used, and machine-readable format, and to transmit that data to another controller.
- **The right to object:** To the processing of your personal data, particularly for direct marketing purposes.
- **Rights in relation to automated decision-making and profiling:** To not be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.
- **The right to withdraw consent:** At any time where we are relying on consent to process your personal data. This will not affect the lawfulness of any processing carried out before you withdraw your consent.

10. How to Exercise Your Rights

To exercise any of your rights, please contact us in writing at:

Email: info@livemindfully.nl Postal Address: Partida Faraquat Poligono 15 Parcela 21 46810 Enguera, Valencia, Spain.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We will respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

11. Right to Lodge a Complaint with the Supervisory Authority

If you have a complaint regarding our processing of your personal data, you have the right to lodge a complaint with the Spanish Data Protection Agency (Agencia Española de Protección de Datos - AEPD):

Agencia Española de Protección de Datos C/ Jorge Juan, 6 28001 - Madrid Website: <https://www.aepd.es/>

12. Cookies & tracking policy

Find our Cookies & tracking policy [here](#)
