ZVARĀ WELLNESS: PRIVACY POLICY

Last updated: 11 November 2026

ZVARĀ Wellness is a sole-trader wellbeing business based in Edinburgh, Scotland. We respect your privacy and explain below how we handle personal information. The business owner, Lokeshvarii (Lesley Santos), is the data controller.

1. INFORMATION WE COLLECT

We may collect your name, contact details, booking and purchase information, enquiries, email subscription preferences and information you choose to share during coaching or wellbeing sessions. Where necessary, this may include health or wellbeing information. Our website may also collect technical and cookie information.

2. HOW WE USE YOUR INFORMATION

We use information to respond to enquiries, manage bookings, deliver sessions and downloads, process payments, maintain financial records and operate our website. We send promotional emails only where we have an appropriate lawful basis, such as your consent. You can unsubscribe at any time.

3. LAWFUL BASIS AND CONFIDENTIALITY

Depending on the purpose, we rely on contract, legal obligations, legitimate interests or consent. Health information receives additional protection under data protection law and is only collected and used where an appropriate legal condition applies. Information shared in sessions is treated confidentially, except where disclosure is legally required or necessary for safeguarding.

4. WEBSITE, PAYMENTS AND SERVICE PROVIDERS

Our website uses Wix, and online card payments are processed by Stripe. ZVARĀ Wellness does not store full card numbers. We may use other trusted providers for communications, online sessions and business administration. Some providers may process data outside the UK using appropriate safeguards.

5. FREE RESOURCES AND NEWSLETTERS

If you request a free resource, we use your email address to send it. Signing up for marketing is a separate, optional choice. Marketing emails include a way to unsubscribe.

6. PHOTOGRAPHY AND VIDEO

We may photograph or film events for use on our website, social media and promotional materials. We will seek permission before using identifiable images or recordings of participants. You may decline without affecting your participation. Contact us if you have concerns about an image we have published.

7. STORAGE, RETENTION AND COOKIES

We take reasonable steps to protect information and keep it only as long as necessary for service delivery, business administration and legal requirements. Our website uses essential cookies and may use optional analytics or marketing cookies; where required, consent will be requested before non-essential cookies are used.

8. YOUR RIGHTS AND CONTACT

You may have rights to access, correct or erase your personal information, object to or restrict certain uses, and withdraw consent where applicable. To ask about your information or exercise your rights, contact us using the email below. You can also complain to the Information Commissioner’s Office at www.ico.org.uk.

We may update this policy as our services or practices change. The current version will be made available on our website.