

# PRIVACY POLICY

Sober Bootcamp UK CIC

Last updated: 19 September 2026

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

Company: Sober Bootcamp UK CIC - Company No. 17327460

## 1. Who we are

Sober Bootcamp UK CIC is developing a Recovery & Wellness Centre and community recovery programme in Leicester.

We are the data controller for personal information collected through our website and general enquiries. This means we decide why and how that information is used.

**Company number:** 17327460

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

**Email:** [soberbootcamp@outlook.com](mailto:soberbootcamp@outlook.com)

Please send privacy questions to our email address, marked "Privacy enquiry".

## 2. What this policy covers

This policy covers website visitors and enquiries about support, referrals, partnerships, employment and volunteering.

Member records, health assessments, therapy, safeguarding and the Recovery Passport require separate privacy information where applicable. The one-year retention period below applies to website enquiries, not automatically to these separate records.

## 3. Information we collect

When you contact us, we may collect:

- Your name and email address.
- Your telephone number, if provided.
- Your company or organisation.
- Your enquiry type and message.
- Correspondence needed to respond to your request.

Our website platform may also process technical information, including your IP address, browser, device information and website activity, depending on the features and settings in use.

Information usually comes directly from you. If someone contacts us on your behalf, we may receive relevant contact and enquiry information from them. Where required, we will explain the source and how we use it.

## 4. Why we use your information

We use your information to respond to enquiries, discuss potential support or collaboration, manage correspondence and protect the website.

Our lawful bases are:

- **Legitimate interests:** handling enquiries, managing professional relationships and maintaining website security, while considering your rights and reasonable expectations.
- **Steps towards a contract:** taking necessary steps at your request before entering an agreement with you.
- **Legal obligation:** retaining or disclosing information where a specific legal requirement applies.
- **Consent:** optional communications or technologies where consent is required.

Making an enquiry does not automatically subscribe you to marketing.

Providing information is voluntary. However, without sufficient contact details or information about your request, we may be unable to respond.

## 5. Sensitive information and referrals

Please do not include detailed medical records, addiction or trauma histories, criminal-offence information, or confidential information about another person in our general contact form.

For an initial support or referral enquiry, provide brief contact details and ask how to share further information appropriately.

Health information requires additional protection and a separate legal condition for its use. Sending sensitive information does not automatically constitute explicit consent. Before requesting detailed sensitive information, we will explain why it is needed, the applicable legal grounds and how to provide it appropriately.

## 6. Who we share information with

Information is available to authorised people within Sober Bootcamp who need it to handle your enquiry.

We use service providers for website hosting, forms, email and technical support. Our website uses Wix, and our published contact email uses Microsoft's Outlook service.

We may disclose information to professional advisers or relevant authorities where necessary and lawful. We limit disclosures to information needed for the purpose.

We do not sell your personal information.

## 7. International processing

Our website and communication providers may process information outside the UK.

Where a restricted international transfer takes place, appropriate protection is required, such as applicable UK adequacy regulations or approved contractual safeguards.

You can contact us for information about the arrangements relevant to your data and how to obtain details of applicable safeguards.

## 8. How long we keep information

We keep website enquiries and related correspondence for one year after our last contact about the enquiry, then securely delete or anonymise them.

If an enquiry becomes a formal service, employment or contractual relationship, relevant information may become part of a separate record covered by the applicable privacy notice and retention arrangements.

We may retain necessary information longer where a legal obligation applies or it is required to establish, exercise or defend legal claims. Such retention is limited to the information and period needed.

Cookie durations and service-provider technical logs are governed by their specific settings and purposes, rather than the website-enquiry retention period.

## 9. Cookies and similar technologies

Cookies are small files stored on your device. Similar technologies may also store or access information on your device.

Our Wix website may use these technologies to support essential functions, security, preferences and, depending on the features enabled, analytics or embedded content.

Where consent is required, optional technologies should only operate after you have agreed. Simply browsing the website does not constitute consent.

You can manage or delete cookies through your browser settings. Blocking some cookies may affect website functionality.

For further information, please read our Cookies Policy or contact [soberbootcamp@outlook.com](mailto:soberbootcamp@outlook.com).

## 10. External websites

Our website includes links to social media and other external services. Their handling of information is governed by their own privacy policies. Please review those policies when using their services.

## 11. Your rights

Depending on the circumstances, you can request access to your information, correction of inaccurate information, deletion, restriction of processing or a portable copy of certain information.

You can object to processing based on legitimate interests. You have an absolute right to object to direct marketing.

Where we rely on consent, you can withdraw it at any time by contacting us. This does not affect processing that was lawful before withdrawal.

Send requests to [soberbootcamp@outlook.com](mailto:soberbootcamp@outlook.com). We may need to verify your identity and will respond within the applicable legal timeframe.

## 12. Complaints

Please contact us if you have concerns about how we handle your information.

You also have the right to complain to the Information Commissioner's Office through [ico.org.uk/make-a-complaint/](https://ico.org.uk/make-a-complaint/).

## 13. Changes to this policy

We will update this policy when our activities or information-handling arrangements change. The date above shows when it was last updated.