

WILDHeart Privacy Notice

Last updated: August 2026

Review date: August 2027

WILDHeart Studio respects your privacy and is committed to handling your personal information responsibly.

This Privacy Notice explains what information we collect, why we collect it, how we use it and the choices you have about your information.

1. Who we are

WILDHeart Studio is a creative coworking space, coaching practice and creative community based at:

77 Stokes Croft

Bristol

BS1 3RD

WILDHeart is currently operated as a sole trader business by Kessie Hodges.

For data protection purposes, Kessie Hodges is responsible for deciding how and why your personal information is processed.

2. What information we may collect

Depending on how you interact with WILDHeart, we may collect:

- Your name
- Email address
- Telephone number
- Business or organisation name
- Website and social media details
- Membership and booking information
- Payment and transaction information
- Information you provide when applying for a membership or community programme
- Information you provide during coaching or mentoring
- Workshop and event attendance

- Feedback and testimonials
- Communications between you and WILDHeart
- Information relating to accessibility or support requirements where you choose to provide it
- Photographs, video or other content where you have agreed to its use
- Website usage information, including information collected through cookies

We only collect information that is relevant to the purpose for which we need it.

3. How we use your information

We may use personal information to:

- Respond to enquiries.
- Process memberships and bookings.
- Deliver coaching, mentoring and workshops.
- Manage events and community programmes.
- Communicate with members and participants.
- Process payments and maintain financial records.
- Provide information about WILDHeart events, services and opportunities where appropriate.
- Understand participation in funded programmes and evaluate their impact.
- Improve our services and facilities.
- Maintain the safety and security of our community.
- Meet legal, accounting and regulatory requirements.
- Deal with complaints or safeguarding concerns.
- Protect our legitimate business interests and the rights and safety of members and participants.

4. Our lawful basis for processing information

Depending on the circumstances, we process personal information because:

- It is necessary to provide a service you have requested or fulfil a contract with you.
- We have a legitimate interest in operating and developing WILDHeart and maintaining a safe and effective creative community.
- We have a legal obligation to process certain information.
- You have given consent, where consent is the appropriate basis.

Where we rely on consent, you can withdraw that consent at any time.

5. Community and funded programmes

Where WILDHeart delivers a programme supported by a grant or external funder, we may need to collect information about participants to demonstrate that the programme has reached its intended community.

For example, a funded programme may require us to confirm age range, location or eligibility.

We will only collect information that is necessary for the requirements of the programme and will explain this to participants at the point of collection.

Where possible, reporting to funders will use aggregated or anonymised information rather than identifying individuals.

6. Sensitive information

We may sometimes ask participants whether they have particular access or support needs so that we can make WILDHeart activities more accessible.

You do not have to provide this information unless it is necessary for a specific service or programme requirement.

We will treat any sensitive information provided to us carefully and only use it for the purpose for which it was provided or where we have another lawful basis for doing so.

7. Who we share information with

We do not sell personal information.

We may share information with trusted third parties where necessary to operate WILDHeart, including:

- Payment providers
- Booking and membership systems

- Email and mailing-list providers
- Website and technology providers
- Professional advisers such as accountants
- Workshop facilitators or partners where necessary to deliver an activity
- Funders where reporting requirements require it
- Relevant authorities where we have a legal obligation or where sharing is necessary to protect someone from serious harm

We only share information that is reasonably necessary for the relevant purpose.

8. Marketing

We may send information about WILDHeart events, workshops, memberships and relevant opportunities where we have a lawful basis to do so.

Where marketing requires consent, we will ask for it.

You can unsubscribe from marketing communications at any time by using the unsubscribe option provided or by contacting us.

9. Photography, video and content

WILDHeart sometimes photographs or films events, workshops and activities for marketing, social media and documentation.

Where an individual is clearly identifiable and we intend to use their image for promotional purposes, we will seek appropriate permission where required.

If you do not want to appear in promotional photography or video, please let a member of the WILDHeart team know.

10. How we protect your information

We take reasonable technical and organisational measures to protect personal information against:

- unauthorised access
- accidental loss
- misuse
- inappropriate disclosure
- alteration or destruction

Access to personal information is limited to people who need it for legitimate WILDHeart purposes.

11. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected.

Some information must be retained for longer because of legal, accounting, tax, contractual or funding requirements.

When information is no longer required, it will be securely deleted or anonymised where appropriate.

12. Your rights

Depending on the circumstances, you have rights in relation to your personal information, including the right to:

- Ask what personal information we hold about you.
- Ask us to correct inaccurate information.
- Ask us to delete information where there is no legitimate reason for us to continue holding it.
- Ask us to restrict certain processing.
- Object to certain uses of your information.
- Withdraw consent where processing is based on consent.
- Request a copy of your personal information in certain circumstances.

If you would like to exercise any of these rights, please contact us.

13. Cookies

Our website may use cookies and similar technologies to make the website function, understand how visitors use it and improve the experience.

Where required, we will ask for consent before using non-essential cookies.

14. Third-party websites

WILDHeart may link to external websites, social media platforms or services operated by other organisations.

We are not responsible for the privacy practices or content of those websites. You should review their own privacy policies when you use them.

15. Complaints

If you have concerns about how WILDHeart has handled your personal information, please contact:

Kessie Hodges
WILDHeart Studio
77 Stokes Croft
Bristol BS1 3RD

We will aim to resolve concerns promptly.

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

16. Reviewing this notice

We will review this Privacy Notice regularly and update it when our services, technology or legal obligations change.

Last reviewed: August 2026

Next review: August 2027