

Soul Resonation

PRIVACY & CLIENT INFORMATION POLICY

Soul Resonation is committed to protecting your privacy and safeguarding your personal information. This policy explains what information we collect, how we use it, store it and share it, and your rights in relation to your information.

This policy complies with the Privacy Act 2020 (New Zealand).



Your privacy matters.
Your trust is sacred.



1. INFORMATION WE COLLECT

We collect information that is necessary to provide you with safe, personalised and high-quality experiences.



A. Personal Information

Name, contact details, date of birth and other details you provide when booking or communicating with us.



B. Health & Wellbeing Information

Health conditions, medications, injuries, allergies, sensitivities and other information you share in consultations and booking forms to ensure your safety and the suitability of our services.

Providing this information is necessary so we can care for you safely.



C. Experience & Session Information

Notes from consultations, your preferences, session details, treatment plans, Bio-Well reports and other records relevant to your experiences.

These help us provide continuity of care and support your wellbeing journey.



2. HOW WE USE YOUR INFORMATION

We use your information to:

- Provide and personalise your experiences
- Ensure your safety and suitability for services
- Manage bookings, payments and communication
- Keep accurate records of your care
- Send confirmations, reminders and relevant updates
- Improve our services and client experience
- Comply with legal and professional obligations

We will only use your information for other purposes with your consent.



3. HOW WE STORE & PROTECT YOUR INFORMATION

We take appropriate steps to keep your information safe and secure.

- Digital information is stored in password-protected systems with restricted access.
- Physical records are kept in locked storage.
- Access is limited to Anna (Soul Resonation) and trusted service providers who need the information to assist in providing our services.
- We regularly review our security practices.

While we take every reasonable step to protect your information, no system is 100% secure.



4. SHARING YOUR INFORMATION

We do not sell your personal information.

We may share your information only in the following circumstances:

- With trusted service providers (e.g. booking platforms, payment processors, IT support) who are required to keep your information confidential.
- When required by law.
- To prevent or lessen a serious threat to your life, health or safety, or that of another person.

We will always seek your consent before sharing anything beyond what is necessary for your care.



5. YOUR RIGHTS

You have the right to:

- Access the information we hold about you
- Ask us to correct any information that is inaccurate
- Request that we delete your information (where legally and practically possible)
- Withdraw your consent to marketing at any time

To exercise any of these rights, please contact us using the details on the last page.



6. PHOTOS, TESTIMONIALS & PERMISSION TO SHARE

We may ask for your permission to use photos, video, audio or written testimonials to share real experiences that inspire and support others.

- You will always be asked in writing using our Permission to Share Your Story form.
- You can choose to remain anonymous.
- You can withdraw your permission at any time.

Please see our separate Permission to Share Your Story form for more details.



Our promise to you

Your information is treated with the highest respect. We hold your trust with honour and are committed to protecting your privacy at every step.

This policy should be read together with our Client Care, Ethics & Safety Policy and Booking, Cancellation & Refund Policy.



7. HOW LONG WE KEEP YOUR INFORMATION

We keep your information only for as long as necessary to provide our services and meet legal obligations.

- General client records (consultations, health information, session notes, bookings): 7 years from your last session or as required by law, whichever is longer.
- Bio-Well & Bio-Cor reports/results: retained as part of your client record.
- Financial records (invoices, receipts): 7 years as required by law.
- Marketing records (email consent/unsubscribe): retained while consent is current.

When information is no longer needed, it is securely deleted or destroyed in accordance with best practice and legal requirements.



8. BIO-WELL & BIO-COR INFORMATION

Your Bio-Well scans and Bio-Cor experiences produce personal frequency data and reports.

- Your reports are provided to you via email or secure digital delivery.
- A copy is retained in your client record to support continuity of care and future reference.
- This information is considered personal and is treated with the same level of confidentiality as your other health and wellbeing information.

You can request a copy of your results at any time by contacting us.



9. ONLINE BOOKING & THIRD-PARTY PROVIDERS

When you book online or make a payment, your information may be collected and processed by trusted third-party providers (such as booking platforms, payment processors, email providers or IT services) on our behalf.

- We only use providers who meet appropriate privacy and security standards.
- They are authorised to use your information only for the services they provide to us.
- We do not sell your information.

We are not responsible for the privacy practices of third parties. Please review their privacy policies where available.



10. EMAIL & MARKETING COMMUNICATIONS

- Transactional emails (booking confirmations, reminders, service updates) are essential to provide our services and will always be sent.
- Marketing emails and special offers are optional and sent only with your consent.
- You can unsubscribe from marketing at any time by clicking the unsubscribe link in our emails or by contacting us.

Your choice to unsubscribe will not affect important service communications.



11. WEBSITE, COOKIES & ANALYTICS

Our website may use cookies and analytics tools to help us understand how our site is used and to improve your experience.

- Cookies collect anonymous information about your visit (e.g. pages viewed, time on site).
- This information does not identify you personally.
- You can change your browser settings at any time to disable cookies.

For more details, please contact us.



12. ACCESS, CORRECTION & DELETION

You have the right to access the personal information we hold about you and to request correction if it is inaccurate or incomplete.

- You may also request deletion of your information. We will consider your request, however in some cases we may need to retain records for legal, accounting or legitimate business purposes.
- To make a request, please contact us (details below).

We will respond to requests within a reasonable time frame (usually within 20 working days).



13. PRIVACY BREACHES

If we become aware of a privacy breach that is likely to cause serious harm, we will:

- Contain the breach.
- Assess the risk.
- Notify affected individuals as soon as practicable.
- Report the breach to the Privacy Commissioner if required.

We will always act quickly and responsibly.



14. PRIVACY CONTACT

Soul Resonation is the privacy officer for all personal information we collect.

✉ Email: anna@soulresonation.com

☎ Phone: 0211 565 001

📍 The Farm, Whangaruru, Northland, New Zealand

If you are not satisfied with our response, you have the right to contact the Office of the Privacy Commissioner at www.privacy.org.nz or call 0800 803 909.



15. POLICY UPDATES

I/we may update this policy from time to time to reflect changes in our practices, technology or legal requirements. The latest version will always be available on our website.

This policy was last updated: May 2025