rebloom

Rebloom with Nes

Privacy Notice

Version 1.0 · Effective from November 2026

This notice explains how Rebloom collects, uses, shares and protects your personal data when you visit rebloomwithnes.co.uk, sign up, contact us or take part in a Rebloom programme. It also explains your rights under UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Contents

1. Who we are
2. Personal data we collect
3. Health and other sensitive information
4. How we use your data and our lawful bases
5. Who we share your data with
6. International transfers
7. How long we keep your data
8. How we keep your data secure
9. Your rights
10. Cookies and third-party content
11. Age
12. Changes and complaints

1. Who we are

Rebloom is run by Nes, trading as Rebloom, in the United Kingdom. In this notice, "Rebloom", "we", "us" and "our" mean Nes trading as Rebloom.

We are the **data controller** for the personal data described in this notice. This means we decide how and why your personal data is used and are responsible for protecting it.

Contact: for any question about this notice or your personal data, email hello@rebloomwithnes.co.uk.

2. Personal data we collect

We collect personal data directly from you. We do not buy personal data or obtain it from third parties.

When you claim a spot

- Your email address.

When you complete the sign-up questions

- Your first name.

- Your answers to the sign-up questions: the area you would like to focus on (Mind, Move, Nourish or Rest), the statement that best describes you and, if you choose to share it, why now.
- How you would prefer to be contacted for a call and, if you provide it, your phone or WhatsApp number.
- Your confirmation that we may contact you about a call.

When you send us a message

- Your name (optional), your email address, the topic you select and the content of your message.

When you book a call

- The name, email address and appointment details you enter in the booking calendar.

When you take part in a programme

- Your goal, your progress and your attendance at calls and Sunday reflections.
- The photos and messages you post in your group, including your WhatsApp display name, profile photo and phone number, which are visible to other members of your group.
- Notes from calls, kept to the minimum needed to support you.

When you message us on Instagram

- Your Instagram username and the content of your messages.

---

3. Health and other sensitive information

Some information, such as information about your physical or mental health, is "special category data" under UK GDPR and needs extra protection.

We do not ask for health information, and we ask you not to include it in our forms. Because Rebloom supports goals relating to wellbeing, you may choose to share health information during calls or in your group. Where you do, we will only use it with your **explicit consent**, only to support your participation, and we will not record it unless you ask us to. You can withdraw your consent at any time.

If we become seriously concerned for your safety or someone else's, we may share limited information with emergency services where necessary to protect life.

---

4. How we use your data and our lawful bases

We only use your personal data where we have a lawful basis to do so.

Responding to your enquiries and messages

Legitimate interests: to answer questions about Rebloom that you have sent us.

Processing your sign-up and arranging your introductory call

Steps taken at your request before entering into a contract.

Sending you the mini-guide and emails about Rebloom

Consent: given when you submit your email address. You can unsubscribe at any time by replying "unsubscribe" to any email.

Delivering your programme: matching you to a group and buddy, running calls and Sunday reflections, and tracking your progress

Performance of a contract with you.

Using health information you choose to share

Explicit consent (see section 3).

Protecting someone's safety in an emergency

Vital interests.

Keeping records we are required to keep, and handling disputes

Legal obligation and **legitimate interests**.

We do not sell your personal data, use it for advertising or make decisions about you by automated means, including profiling.

5. Who we share your data with

We use trusted service providers to run Rebloom. They process personal data on our behalf and under our instructions, and may not use it for their own purposes.

- **Cloudflare**: website hosting and processing of form submissions.
- **Resend**: sending emails and storing our sign-up list.
- **Google**: appointment booking (Google Calendar) and web fonts used on this website.

Rebloom groups take place on **WhatsApp**, and we also respond to messages on **Instagram**. Both are provided by Meta, which acts as an independent controller of the data you share on those platforms under its own privacy policies.

Other members of your group will see the photos, messages and WhatsApp details you share with the group. Members agree to keep what is shared in the group private and not to screenshot or share others' content.

We may also disclose personal data where required by law, or to emergency services where necessary to protect someone's life.

6. International transfers

Some of our service providers store or process personal data outside the UK, including in the United States and the European Economic Area. Where this happens, we rely on transfer mechanisms recognised under UK law, such as UK adequacy regulations, the UK Extension to the EU–US Data Privacy Framework, or the International Data Transfer Agreement or Addendum issued by the Information Commissioner's Office.

7. How long we keep your data

We keep personal data only for as long as we need it for the purposes described above.

Enquiries and messages	Up to 12 months after our last contact.
Sign-up details and mailing list	Until you unsubscribe or ask us to delete them, or 12 months after our last contact, whichever is sooner.
Programme records and call notes	Up to 12 months after your programme ends, so we can support you in a future season.
Financial records (if payments are taken in future)	Six years, as required by law.

Messages and photos in WhatsApp groups remain on members' devices. You can delete your own messages and leave a group at any time.

8. How we keep your data secure

We use appropriate technical and organisational measures to protect your personal data. These include encrypted connections to this website, access restricted to Rebloom only, reputable service providers with their own security controls, and collecting no more personal data than we need. If a personal data breach occurs that is likely to put your rights at risk, we will tell you and, where required, the Information Commissioner's Office.

9. Your rights

Under UK data protection law you have the right to:

- **access** the personal data we hold about you
- have inaccurate data **corrected**
- have your data **erased**
- **restrict** how we use your data
- **object** to our use of your data where we rely on legitimate interests
- receive your data in a portable format (**data portability**)

- **withdraw consent** at any time, without affecting anything we did before you withdrew it

To exercise any of these rights, email hello@rebloomwithnes.co.uk. There is normally no charge. We will respond within one month, and may need to confirm your identity first.

10. Cookies and third-party content

This website does not use analytics, advertising or tracking cookies.

To display our fonts, your browser connects to Google Fonts, which receives your IP address. Links to Instagram and other websites are governed by those websites' own privacy policies.

11. Age

Rebloom is intended for adults aged 18 and over. We do not knowingly collect personal data from anyone under 18. If you believe we have, please contact us and we will delete it.

12. Changes to this notice and complaints

We may update this notice from time to time. The latest version will always be available on this page, with the date it takes effect. Where changes are significant, we will let you know.

If you have a concern about how we handle your personal data, please contact us first so we can try to resolve it. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator: ico.org.uk/make-a-complaint or 0303 123 1113.

Rebloom isn't therapy or medical advice. If you're struggling right now, Samaritans are free, any time, on 116 123 (UK). In an emergency, call 999.

Rebloom Privacy Notice · Version 1.0 · November 2026 · rebloomwithnes.co.uk