Policy 3: Privacy and Data

A Cuerpo | Version 1 | Effective from 17-11-2026

1. Who we are

A Cuerpo is a trading name of Susan Paez, a sole trader based in the UK. We are the data controller for the personal information described in this notice. Our Trade Mark Registration number is UK00004454067. You can contact us at susanpaez@acuerpo.co.uk. Email is the quickest way to reach us. You can also write to us by post at The Bristol Office, 2nd Floor, 5 High Street, Westbury-on-Trym, Bristol, BS9 3BY, UK. Post to that address is opened and scanned by our address provider and sent to us electronically, so email will normally reach us sooner.

2. The information we collect

- **Account details:** your name, email address and password when you create a member account or sign up for the free taster.
- **Phone number:** your UK telephone number, which we ask for when you sign up or buy. We collect it to help confirm that you live in the UK. We do not use it for marketing.
- **Billing address:** the address you give when you buy, which we use to process your order and to help confirm that you live in the UK.
- **Plan and purchase details:** which plan you chose, dates, and the amount paid.
- **Payment details:** payments are handled by Wix and its payment providers. We do not store your card details on our website, and we do not receive your full card number. We may see limited information, such as confirmation that you paid and the last four digits of your card.
- **Community information:** your display name, profile and anything you post, if you join.
- **Messages:** emails and messages you send us.
- **Marketing choices:** whether you agreed to receive our emails.
- **Technical information:** device, browser, IP address and how you use the site, collected through Wix and cookies.

We do not ask for information about children. Please do not enter any into the course or community.

3. Why we use your information

Purpose	Information	Legal basis	How long we keep it
Providing your plan and account	Account, plan and usage details	Contract	While you have an account, and for a reasonable period afterwards so you can return
Taking payment and keeping tax records	Purchase details	Legal obligation	At least 6 years
Running the community and keeping it safe	Community information	Legitimate interests	Until you leave, or earlier if you ask

Purpose	Information	Legal basis	How long we keep it
Answering your messages	Messages	Legitimate interests	For as long as needed to deal with your message
Confirming you live in the UK and preventing fraud	Phone number, billing address and account details	Legitimate interests	While you have an account, and for a reasonable period afterwards
Keeping the free taster to one per person	Account details and free taster sign-up record	Legitimate interests	For as long as needed to enforce the one per person limit
Marketing emails	Name, email address, marketing choice	Consent	Until you unsubscribe
Improving the site and course	Technical and usage information	Legitimate interests, and consent for non-essential cookies	As set by Wix and our cookie settings

We keep information only for as long as we need it for the purposes above. We review accounts from time to time and delete those we no longer need, including free taster accounts that are no longer active. We may keep a minimal record of free taster sign-ups, such as your email address, so that we can enforce the limit of one free taster per person.

4. Marketing emails

We only send marketing emails if you tick a separate box to say yes. This box is never ticked for you, and joining the free taster or buying a plan does not require it. You can unsubscribe at any time using the link in any email or by contacting us.

5. Who we share your information with

- **Wix:** our website, accounts, community, email tools and payments are provided through Wix. Wix handles your information on our behalf, and also uses some information for its own purposes. See Wix's privacy policy.
- **Payment providers:** to take payment and prevent fraud.
- **Professional advisers:** such as an accountant, where needed.
- **Address provider:** our business address provider opens and scans post sent to our business address and passes it to us electronically.
- **Authorities:** where the law requires it.

We do not sell your information.

6. Transfers outside the UK

Wix and its providers may process information outside the UK. Where they do, they must use approved safeguards. You can read more in Wix's privacy policy.

7. The community

If you join the community, other members can see your display name and anything you post. Please do not share anything you would not want other members to see. If you leave, you can ask us to delete or anonymise your posts.

8. Cookies

Our site uses cookies. Essential cookies are needed for the site to work. For other cookies, we ask for your consent through the cookie banner. You can change your choice at any time using the banner or your browser settings.

9. Your rights

You have the right to:

- ask for a copy of the information we hold about you;
- ask us to correct anything that is wrong;
- ask us to delete your information, in some cases;
- ask us to limit how we use it, or object to how we use it;
- ask for your information in a portable format;
- withdraw your consent at any time, where we rely on it.

To use any of these rights, email susanpaez@acuerpo.co.uk. We will reply within one month, as the law requires. We may ask you for information to confirm your identity. If a request is complex, or you make several requests, we may take up to two further months and we will tell you if we do.

If you ask us to delete your information and we are required to, we will delete your account and the personal information we hold about you, apart from what we must keep by law. For example, we must keep payment records for at least six years for tax purposes.

10. Complaints

If you are unhappy with how we have used your information, please tell us first at susanpaez@acuerpo.co.uk. We will acknowledge your complaint within 30 days and respond without undue delay. You can also complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

11. Children

Accounts are for adults aged 18 or over. We do not knowingly collect information from children. If you think we have, please contact us and we will delete it.

12. Changes to this notice

We may update this notice from time to time. If we make an important change, we will tell active members by email.