# THE SATIETY CLUB

# PRIVACY POLICY

**Effective date:** 30 October 2026
**Last updated:** 30 October 2026

## 1. Introduction

This Privacy Policy explains how Core Health Collaborative Limited collects, uses, stores and protects your personal information when you interact with our business, including through our brands Core Health Collaborative and The Satiety Club.

The Satiety Club is a brand operated by Core Health Collaborative Limited. Although The Satiety Club operates as a distinct brand with its own website, membership programme and services, it is not a separate legal entity.

Throughout this policy, references to "we", "us" and "our" refer to Core Health Collaborative Limited, including its trading brands.

This policy applies to all individuals who interact with The Satiety Club, including:

- Visitors to our website.
- Individuals who register their interest or join our waitlist.
- Registered members of The Satiety Club.
- Individuals accessing additional personalised nutrition or dietetic services, or other coaching services.

## 2. Who is responsible for your personal information?

The organisation responsible for collecting and processing your personal information (the Data Controller) is:

**Business name:** Core Health Collaborative Limited
**Trading names:** The Satiety Club and Core Health Collaborative
**Registered address:** 3rd Floor, 86-90 Paul Street, London, EC2A 4NE
**Company registration number:** 12691199
**Data protection contact:** April Valenzuela
**Email:** queries@corehealthcollaborative.com

The Satiety Club operates as a brand of Core Health Collaborative Limited and does not operate as a separate legal entity. Core Health Collaborative Limited is therefore responsible for the personal information collected and processed through The Satiety Club, in accordance with applicable data protection legislation.

Core Health Collaborative Limited is registered with the Information Commissioner's Office (ICO) - see our certificate.

If you have any questions about how we use your personal information, please contact us using the details above.

# 3. What information do we collect?

The information we collect depends on how you interact with The Satiety Club.

## 3.1 Website visitors

When you visit our website, we may automatically collect certain technical information, including:

- IP address.
- Browser type and version.
- Device and operating system information.
- Website pages visited and time spent on those pages.
- Referring websites and links followed.
- Cookie and website analytics information.

If you contact us through our website form, we may also collect your name, email address and any other information you choose to provide.

## 3.2 Waitlist members

If you register your interest in The Satiety Club or join our waitlist, we may collect:

- Full name.
- Email address.
- Phone number.
- Information submitted through our waitlist registration form, or shared during relevant discussion during in-person registration.
- Marketing and communication preferences.
- Information about how you discovered The Satiety Club.

We use this information to manage your waitlist registration, communicate relevant updates and provide information about upcoming programme launches and membership opportunities.

## 3.3 Registered members

When you become a member of The Satiety Club, we may collect additional personal information to manage your membership and deliver our programme.

This may include:

**Personal and contact information**

- Full name.
- Date of birth.
- Email address and telephone contact details.
- Membership registration and account information.

**Nutrition and health information**

Where relevant to the programme and the support you receive, we may collect:

- Medical history and relevant health conditions.
- Dietary habits, preferences and restrictions.
- Hunger, appetite and satiety information.
- Weight history and previous dieting experiences.
- Relevant medication and supplement use.
- Nutrition and lifestyle questionnaires, including sleep and stress markers.
- Personal nutrition and lifestyle goals and progress information.
- Other relevant health information you choose to share.

**Programme participation and engagement**

We may also collect:

- Programme questionnaires and assessments.
- Goals, reflections and progress updates.
- Questions and messages submitted to coaches.
- Participation in group discussions and activities.
- Information shared during group coaching sessions.
- Feedback and programme evaluations.

**Meeting recordings, transcription and AI-assisted notes**

We may use GPR-compliant third-party software, including Circleback, to record, transcribe and summarise certain online meetings, coaching sessions and individual consultations.

Where this technology is used, audio recordings and/or transcripts of conversations may be processed to generate written notes, summaries and records of discussions. This helps us maintain accurate records, support programme delivery and, where appropriate, document individual nutrition and dietetic consultations.

Circleback and its relevant technology providers may process personal information on our behalf for these purposes.

We take steps to ensure that appropriate data protection and security arrangements are in place with our software providers.

Where meetings are recorded or transcribed, participants will be informed in advance, and we will explain what information is being collected and how it will be used.

Recordings, transcripts and generated notes will only be accessible to authorised individuals and will be retained in accordance with our data retention arrangements.

You can contact us at queries@corehealthcollaborative if you have questions about how meeting recordings and transcripts are handled.

## 3.4 Additional personalised dietetic support

If you choose to access additional individual dietetic or nutrition consultations, we may collect further information to provide appropriate personalised support.

This may include:

- Detailed dietary and medical histories.
- Individual nutrition assessments.
- Clinical notes and recommendations.
- Relevant reports from other healthcare professionals.
- Consultation records and follow-up recommendations.

This information will be collected and retained in accordance with applicable professional standards and clinical record-keeping requirements.

As outlined in section 3.3, we may use GDPR-compliant recording software to ensure accurate notes and to support delivery of our services. You will always be informed and will not use these methods without your consent.

## 3.5 Payment information

Where you purchase a membership or additional service, we may collect information relating to your transactions, including:

- Membership and purchase details.
- Payment status and transaction history.
- Billing information.
- Subscription and renewal information.

Payments are processed through Stripe, Practice Better, Circle or direct bank transfer depending on the service utilised. We do not directly store full payment card details unless explicitly stated.

# 4. Why do we collect and use your information?

We collect and process personal information for the following purposes:

### Website visitors

- To operate and maintain our website.
- To understand how visitors use our website.
- To improve our website, services and user experience.
- To respond to enquiries and requests.

### Waitlist members

- To register and manage your interest in The Satiety Club.
- To communicate programme launch dates and membership opportunities.
- To provide relevant information about the programme.
- To understand demand and improve our offering.

### Registered members

- To create and manage your membership.
- To provide access to programme materials and resources.
- To deliver nutrition education and behaviour-change support.
- To provide relevant personalised guidance.
- To monitor programme participation and progress.
- To respond to questions and provide member support.
- To administer payments and subscriptions.
- To improve our services and programme delivery.

### Individual dietetic consultations

- To undertake comprehensive nutrition assessments.
- To provide personalised nutrition and dietetic support.
- To maintain appropriate clinical records.
- To support safe and effective professional practice.

### Marketing and communications

- To send relevant programme updates and service communications.
- To share information about new services and opportunities, where permitted.
- To communicate with individuals who have opted in to receive marketing.

You can unsubscribe from marketing communications at any time by contacting us directly at queries@corehealthcollaborative.com

## 5. How do we process sensitive personal information?

Certain information we collect, particularly information relating to your health, medical history, ethnicity or other sensitive personal circumstances, is classified as special category personal data under UK GDPR.

We only collect this information where it is relevant and necessary for the services we provide.

We take additional care to protect this information: we use GDPR-compliant systems, use two-factor authentication where available and restrict access to individuals who need it to deliver the relevant services.

## 6. Our lawful basis for processing your information

Under UK GDPR, we must have a lawful basis for collecting and processing your personal information.

Depending on the circumstances, we may rely on:

**Contract:** Where processing is necessary to provide the membership or services you have signed up for.

**Consent:** Where you have actively agreed to a particular use of your information, such as certain marketing communications or optional processing activities.

**Legitimate interests:** Where processing is necessary for our legitimate business interests, provided these interests do not override your rights and freedoms.

**Legal obligation:** Where we need to process information to comply with legal or regulatory requirements.

We will not use your information for purposes that are incompatible with those explained in this policy without providing further information and, where required, obtaining your consent.

## 7. Marketing and communications

If you join our waitlist or become a member, we may communicate with you about The Satiety Club and the services we provide.

Depending on your preferences and the permissions you have provided, these communications may include:

- Programme launch and cohort / space availability announcements.

- Membership information and updates.
- Educational resources and nutrition information.
- Newsletters and relevant promotional content.
- Information about additional services and opportunities.

Where required, we will obtain your consent before sending marketing communications.

You can withdraw your marketing consent or unsubscribe at any time. This will not affect essential communications relating to an existing membership or service.

# 8. How information is shared within The Satiety Club community

As part of your membership, you may have access to a shared online community, group discussions and coaching sessions.

Depending on the platform and your interactions, certain information may be visible to other members, including:

- Your name and profile information.
- Comments, questions and contributions.
- Information you voluntarily share within group discussions.
- Contributions made during group coaching sessions.

We encourage members to be respectful of one another's privacy and ask every member to sign a confidentiality agreement agreeing not to share information about other members outside the community.

However, we cannot guarantee that information shared within a group environment will remain confidential once it has been viewed or accessed by other members.

You should avoid sharing sensitive personal or medical information in public community discussions. Where you need to discuss individual health matters, please use the appropriate private communication channel.

# 9. Who do we share your information with?

We do not sell, rent or trade your personal information to third parties.

However, we may share relevant information with trusted third-party organisations and service providers where necessary to operate The Satiety Club and deliver our services.

These may include:

- Website hosting and management providers: Google Workspace, Squarespace
- Membership and community platforms: Circle

- Payment processing providers: Practice Better, Stripe, Circle
- Email marketing and communication platforms: Sender, Googlemail
- Secure clinical record-keeping software: Practice Better
- Video conferencing and online meeting providers: Google Meet, Circleback, Circle
- Coaches, dietitians and other professionals involved in delivering the programme.
- Professional advisers, regulators or authorities where legally required.

Where third-party organisations process personal information on our behalf, we take appropriate steps to ensure that suitable data protection and confidentiality arrangements are in place.

Where relevant, we may also share information with other healthcare professionals involved in your care, where appropriate and with the necessary legal basis or consent.

# 10. How do we store and protect your information?

We are committed to ensuring that your personal information is stored securely and protected against unauthorised access, loss, misuse or disclosure.

We use appropriate technical and organisational security measures including:

- Secure, encrypted electronic systems.
- Password-protected databases and devices.
- Two-factor authentication where available.
- Access restrictions to ensure information is only accessible to authorised individuals.
- Appropriate malware protection and security software.
- Secure clinical record-keeping systems.
- Internal procedures for handling and protecting personal information.

We regularly review our security arrangements to ensure that appropriate measures remain in place.

Although we take reasonable steps to protect your information, no method of electronic storage or transmission can be guaranteed to be completely secure.

# 11. Where is your information stored?

Your personal information may be stored and processed using third-party software and cloud-based systems.

Some of these providers may store or process information outside the United Kingdom.

Where personal information is transferred internationally, for example through use of Circleback, we will ensure that appropriate safeguards are in place in accordance with UK data protection legislation.

These may include UK adequacy regulations, the UK International Data Transfer Agreement or other recognised transfer safeguards, where applicable.

## 12. How long do we retain your information?

We only retain personal information for as long as necessary to fulfil the purposes for which it was collected, including any legal, regulatory or professional record-keeping requirements.

Different types of information may be retained for different periods.

Our retention arrangements include:

**Website information:** Indefinitely provided it is required for business purposes, however, all records will be anonymised where possible.

**Waitlist information:** Retained until you have been offered or accepted a place on our programme, unless you request for us to remove you from our records.

**Membership information:** Retained as per your clinical and dietetic records below, as it constitutes part of your health record.

**Clinical and dietetic records:** Retained in accordance with applicable professional and legal record-keeping requirements.

**Financial and transaction records:** Retained for the relevant statutory accounting and tax record-keeping periods.

**Marketing information:** Retained until you unsubscribe or withdraw consent, subject to any necessary suppression records.

When information is no longer required, we will securely delete it or anonymise it where appropriate.

## 13. Your data protection rights

Under UK GDPR, you have various rights relating to your personal information.

These include:

**Right of access:** You can request a copy of the personal information we hold about you.

**Right to rectification:** You can ask us to correct information that is inaccurate or incomplete.

**Right to erasure:** You can request that we delete your personal information in certain circumstances.

**Right to restrict processing:** You can ask us to restrict how we use your information in certain circumstances.

**Right to data portability:** You may request certain personal information in a commonly used electronic format.

**Right to object:** You can object to certain types of processing, including processing based on legitimate interests.

**Right to withdraw consent:** Where we rely on consent, you can withdraw it at any time. This does not affect the lawfulness of processing carried out before consent was withdrawn.

These rights are subject to certain legal exceptions and limitations. For example, we may need to retain certain clinical or financial records even if you request that your information is deleted.

If you wish to exercise any of these rights, please contact us using the details provided in this policy.

# 14. How to withdraw your consent or request deletion

If you no longer wish us to use your personal information for activities based on consent, you can withdraw that consent by contacting us at:

**Email:** queries@corehealthcollaborative.com

You may also unsubscribe from marketing communications using the link included in our emails (where available).

If you wish to close your membership or request deletion of your personal information, please contact us directly.

Please note that withdrawing consent or requesting deletion does not necessarily mean that all information can be immediately removed. We may need to retain certain information to meet legal, professional, clinical or regulatory obligations.

# 15. Cookies and website tracking

Our website uses cookies and similar technologies to improve website functionality, understand how visitors interact with our website and, where permitted, support analytics and marketing activities.

A cookie is a small text file stored on your device when you visit a website.

Depending on the cookies used, they may collect information such as:

- Website usage and browsing activity.
- Device and browser information.
- Visitor preferences.
- Website performance and analytics information.

We use a cookie management tool that allows visitors to accept, reject or manage non-essential cookies.

Non-essential cookies will only be activated where the necessary consent has been provided.

## 16. Links to external websites

Our website and community may contain links to external websites, platforms or resources.

Please note that we are not responsible for the privacy practices, content or security of external websites.

This Privacy Policy only applies to personal information collected and processed by The Satiety Club as a brand of Core Health Collaborative Limited.

We encourage you to read the relevant privacy policies of any external websites or services you visit.

## 17. Children's privacy

The Satiety Club is intended for individuals aged 18-years-old and above.

We do not knowingly collect personal information from anyone below this age without appropriate authorisation and legal grounds.

If we become aware that we have collected personal information from an individual who is not eligible to use our services, we will take appropriate steps to address this.

## 18. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, business operations, legal obligations or data protection practices.

Any updates will be published on our website, with the revised effective date clearly displayed.

Where changes materially affect how we use your personal information, we will take appropriate steps to inform affected individuals.

We encourage you to review this policy periodically.

## 19. Contact and complaints

If you have any questions, concerns or requests relating to this Privacy Policy or how we handle your personal information, please contact:

**Data protection contact:** April Valenzuela
**Business:** Core Health Collaborative Limited trading as The Satiety Club
**Email:** queries@corehealthcollaborative.com
**Address:** 3rd Floor, 86-90 Paul Street, London, EC2A 4NE

You also have the right to raise a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

**Information Commissioner's Office**
Website: https://ico.org.uk/
Telephone: 0303 123 1113

We would appreciate the opportunity to address any concerns before you contact the ICO, although you are not required to contact us first.