

PRIVACY POLICY

Effective date: 8 August 2026

Company: Storyteller Days Ltd (Company number 15279484)

Trading as Casabo and associated brands and programmes

We respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains what information we may collect about you, why we collect it, how we use and protect it, who we may share it with, and the rights you have in relation to your personal data.

Storyteller Days Ltd is the data controller responsible for the personal information covered by this policy.

Our services and activities currently include The Compass by Casabo, Compass Circles, Compass Facilitator Development, Casabo Community, Well-Traveled Soul, I Believe in ME!, Casabo Memoirs, Phil My Cup, one-to-one support, email communications, events, courses, communities and related services.

1. Information We May Collect

The information we collect depends on how you interact with us.

It may include:

Information you provide to us

This may include:

- your name;
- email address;
- telephone number where relevant;
- organisation or role;
- information you provide when registering an interest in a Compass Circle, facilitator development, programme, community, event or other service;
- information you provide through an enquiry or contact form;
- information you provide when joining an email list or requesting a resource;

- information needed to deliver a service you have purchased or registered for;
- correspondence and communications with us;
- feedback, testimonials or survey responses you choose to provide.

Where you enquire about or participate in a Circle, programme or other service, you may choose to tell us something about your circumstances or why you are interested in the service.

Please only provide personal information that is relevant and that you are comfortable sharing.

Payment information

Payments may be processed securely by third-party payment providers such as Stripe or PayPal.

We do not normally receive or store your full payment-card details.

We may retain information about transactions, such as what you purchased, the amount paid and the date of payment, where necessary for administration, accounting and legal purposes.

Website and technical information

When you use our websites, certain technical or usage information may be collected automatically.

Depending on the technologies used on the website, this may include information such as:

- IP address;
- browser or device information;
- pages visited;
- website usage;
- cookies and similar technologies;
- information collected through analytics or embedded third-party content.

Please see the Cookies section below for more information.

2. How We Use Your Information

We may use your personal information to:

- provide the programme, Circle, service, resource or community you have requested;
- administer registrations, bookings and payments;
- respond to enquiries;
- contact you about upcoming Compass Circles where you have asked to hear about them;
- send information about Compass Facilitator Development where you have registered your interest;
- manage participation in our communities and programmes;
- send newsletters, Sunday Reflections and other communications where appropriate;
- provide Phil My Cup and other communications you have requested;
- communicate with organisations about potential or existing work;
- provide customer support;
- request or receive feedback;
- improve our programmes, services and communications;
- maintain appropriate business, financial and administrative records;
- comply with legal or regulatory requirements.

3. Email Communications and Your Preferences

We want the communications you receive from us to be relevant and welcome.

If you register an interest in a particular area — for example, upcoming Compass Circles or Compass Facilitator Development — we may use this information to send you communications relating to that interest.

Where appropriate, people who engage with our services may also receive our broader Casabo communications, including Sunday Reflections.

You can unsubscribe from marketing emails at any time by using the unsubscribe link contained within our emails.

You may also contact us if you would like us to change your communication preferences.

Unsubscribing from general marketing communications will not prevent us from sending necessary administrative communications relating to a programme, purchase, booking or service you are currently using.

4. Our Legal Basis for Using Your Information

Under UK data-protection law, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may process your information because:

You have given us consent — for example, where you have asked to receive particular email communications.

It is necessary to provide a service or fulfil a contract with you — for example, where you purchase a programme or book a service.

We have a legitimate interest in doing so — for example, responding to enquiries, administering our business, improving our services or communicating appropriately with existing customers, provided that our interests do not override your rights and interests.

We have a legal obligation — for example, retaining certain financial or business records.

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

5. Sensitive Personal Information

Because some of our work involves people navigating personal or challenging circumstances, you may sometimes choose to share information with us about your health, caring circumstances or other sensitive aspects of your life.

We do not ask you to provide more sensitive personal information than is reasonably necessary.

Where information regarded as special category data under data-protection law is provided to us, we will handle it with additional care and only process it where we have an appropriate lawful basis and condition for doing so.

Please be thoughtful about the personal information you share in group settings.

Although Compass Circles and our other facilitated groups include expectations around confidentiality, Storyteller Days Ltd cannot guarantee the actions of other individual participants outside the group.

6. Sharing Your Information

We do not sell your personal information.

We may share information with trusted service providers where this is necessary to operate our business and provide our services.

These may include:

- payment processors such as Stripe and PayPal;
- email and communication platforms such as Kit;
- website hosting and technology providers;
- video-conferencing or online delivery platforms;
- other service providers that help us administer our business.

These organisations process information according to their own privacy and data-protection obligations.

We may also disclose personal information where required by law or where reasonably necessary to protect legal rights, safety or security.

Where we work in partnership with another organisation, we will not automatically share your personal information with that organisation unless there is an appropriate reason and lawful basis for doing so.

Where relevant, we will explain any specific data-sharing arrangements associated with a particular programme or service.

7. International Data Transfers

Some of the service providers we use may process or store information outside the United Kingdom.

Where personal data is transferred internationally, we take reasonable steps to ensure that appropriate safeguards required by applicable data-protection law are in place.

8. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, including providing our services and meeting legal, accounting or reporting requirements.

Different types of information may therefore be retained for different periods.

For example, we may need to retain transaction and financial records for longer than general marketing information.

If you unsubscribe from our emails, we may retain limited information necessary to record your preference and ensure that we do not inadvertently resubscribe you.

9. How We Protect Your Information

We take reasonable organisational and technical steps to protect the personal information we hold from unauthorised access, loss, misuse, alteration or disclosure.

No method of electronic storage or internet transmission can be guaranteed to be completely secure, but we aim to use reputable systems and services and handle personal information responsibly.

10. Cookies and Website Technologies

Our websites may use cookies and similar technologies.

Some cookies may be necessary for the website to function properly.

Others may be used by analytics services, forms, embedded videos or other third-party services to help us understand website use or provide particular features.

Depending on the cookies and technologies used, you may be given options to accept or manage non-essential cookies.

You can also control cookies through your browser settings.

Please be aware that disabling some cookies may affect how parts of a website function.

11. Third-Party Links and Embedded Content

Our websites and emails may contain links to other websites or content provided by third parties.

For example, we may link to or embed content from video, payment, email, social-media or other platforms.

Those organisations operate under their own privacy policies and we are not responsible for how third-party websites or services process your information.

We encourage you to review their privacy information where appropriate.

12. Your Data Protection Rights

Depending on the circumstances and applicable law, you may have the right to:

- ask for access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete your personal information;
- ask us to restrict how we use your information;
- object to certain uses of your information;
- withdraw consent where we rely on consent;
- ask for certain information to be transferred to you or another organisation;
- complain about how your personal information has been handled.

These rights are not absolute in every circumstance and some legal exceptions may apply.

To exercise your rights or ask a question about your personal information, please contact us using the details below.

You also have the right to make a complaint to the **Information Commissioner's Office (ICO)**, the UK supervisory authority for data protection.

13. Children and Young People

Some Storyteller Days Ltd programmes, including I Believe in ME!, may involve work with children or young people.

Where we collect personal information relating to a child or young person, we will aim to collect only what is reasonably necessary and will use appropriate consent, permission and safeguarding arrangements according to the nature of the activity and applicable law.

Parents, guardians, organisations and practitioners delivering activities independently may also have their own responsibilities in relation to children's personal information.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time as our services, technology or legal obligations change.

The current version will be made available through our website and the effective date shown at the top of the policy will be updated when significant changes are made.

15. Contact Us

If you have any questions about this Privacy Policy, how we use your personal information or your data-protection rights, please contact:

Storyteller Days Ltd

Company number: **15279484**

Email: kimberley@casabocommunity.com

Address:

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