Claire Williams t/a Your Soul Energy

‘Reignite your Light’ Services Agreement

I am so pleased you have decided to use my services and resources - please read the following important terms and conditions before you commit to using them.

This contract sets out:

your legal rights and responsibilities;

my legal rights and responsibilities; and

certain key information required by law.

The intention is that it will bring clarity to our relationship, protect both of us and take care of the business side of things so that we can get on with the good stuff! Please let me know if there are any clauses that you do not understand or that contradict your understanding of my services.

In this contract:

‘I’, ‘me’ or ‘my’ means Claire Williams trading as Your Soul Energy

‘You’ or ‘your’ means the person buying or using my services and resources.

If you would like to speak to me about any aspect of this contract, please contact me by e-mail at Claire@yoursoulenergy.uk

BACKGROUND

I am a sole trader and my trading address is 1 Orville, Mallows Field, Halstead, CO9 2LL trading as Your Soul Energy

Our sessions will include one or more of the following:

- Coaching
- Emotional Freedom Techniques (EFT) including Matrix Reimprinting, Matrix Birth Reimprinting
- Neuro Linguistic Programming (NLP)
- Meditation
- Breathing practices
- Energy Healing such as Reiki, Quantum Touch, Angelic Reiki
- Energy Clearing practices

Our sessions may include one or more of the following:

- Hypnotherapy
- Hypnotherapy techniques such as Kinetic Shift
- IEMT

And all of these elements make up my ‘services’.

1 Introduction

1.1 If you buy services from me (‘services’) you agree to be legally bound by this contract.

1.2 If you use any of my free resources (for example podcasts, workbooks, discovery sessions or any other resources I may offer free of charge) you also agree to be legally bound by this contract as appropriate, excluding the clauses relating to payment and consumer rights legislation.

1.3 When buying any services or using any resources you also agree to be legally bound by:

1.3.1 my website terms of use and privacy policy;

1.3.2 extra terms which may add to, or replace, some of this contract, for example any specific written contract between us;

1.3.3 specific terms which apply to my services, for example programme or service descriptions which may be set out on the webpage for that programme or in email correspondence between us.

All these documents form part of this contract as though set out in full here.

2 Information I give you

2.1 Certain sections of this contract only apply to you and me if you are a 'consumer', that is if you are an individual acting for purposes which are wholly or mainly outside your business or profession. By law, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 say that I must give you certain key information before a legally binding contract of sale between you and me is made (see the summary box below). I shall give you this information in a clear and understandable way either in this contract or the relevant programme or service description.

I shall give you information on:

the main characteristics of the services you are buying

who I am, where I am based and how you can contact me

the price of the services

the arrangements for payment, carrying out the services and the time by which I shall carry out the services

how to exercise your right to cancel the contract in the cooling off period if you are a consumer

my complaint handling policy

3. Signing up for Reignite Your Light

3.1 Reignite Your Light is a personalised three-month programme consisting of four two-hour sessions, together with individual preparation, relevant resources and support between sessions as described in the programme information.

3.2 Before we begin, we'll discuss whether the programme is suitable for you, agree how we'll work together and arrange your first appointment.

3.3 Your booking becomes a binding agreement when I confirm your acceptance onto the programme by email. I'll provide you with the programme details, these terms and the relevant cancellation information.

4. Carrying out the services

4.1 If you are a consumer you have protection under consumer rights legislation, including that the services must be carried out with reasonable care and skill.

4.2 I shall carry out the services within the time period which is set out in the relevant services description.

4.3 All sessions (including rearranged sessions) must be taken within the timeframe specified in the email or in the relevant services description or they will expire.

4.4 You can rearrange any sessions during each programme providing you give me at least 24 hours' notice. If you give me less than 24 hours' notice, fail to turn up to a session, you will be deemed to have taken the session and you will not be able to reschedule it or entitled to any compensation for missing it.

4.5 My services might be affected by events beyond my reasonable control. If so, there might be a delay before I can restart the services. I shall make reasonable efforts to limit the effect of any of those events, I shall keep you informed of the circumstances and I shall try to restart the services as soon as those events have been fixed. Examples of events which might be beyond my reasonable control include illness, pandemics, epidemics, IT issues and problems with internet connectivity, any law or action taken by a government or public authority or if you change the services you require from me and I have to do extra preparation.

4.6 Where a session or event is due to take place in person, I reserve the right to move that session or event online where circumstances make it necessary or preferable to do so.

5 Your responsibilities

5.1 You will pay the price for the services in accordance with the relevant services description.

5.2 It is very important that I have a full understanding of your state of health. You will provide me with such information and assistance (and ensure that any information is complete and accurate) as I reasonably need to provide the services.

5.3 You and I shall agree a method of communicating with each other between sessions and adhere to that method.

5.4 My services do not include counselling. They may involve all areas of your life. You acknowledge that deciding how to handle any issues which may arise, the choices you make in relation to them and whether or not you follow through on any agreed action is exclusively your responsibility. For this reason, although I fully expect great results to come from our sessions, I cannot guarantee any specific outcomes or that all clients will achieve the same results. The results are entirely dependent on your commitment and the effort you put in to the programme and the actions we agree.

5.5 My role is to offer you guidance and accountability and help you make positive health and lifestyle changes in order to make progress towards your goals. The information I provide to you is not medical advice and is not intended to take the place of seeing licensed health professionals.

5.6 My services do not treat mental disorders and are not a substitute for counselling, mental health care or medical treatment of any kind. By entering into this agreement you confirm that you will not use my services in place of any form of counselling or medical treatment.

5.7 If you are currently receiving treatment from a doctor or other healthcare professional, by entering into this agreement you confirm that you have consulted with this person regarding the advisability of working with me and that this person is aware of and supports your decision to proceed with the programme described in the relevant services description.

5.8 You will keep me informed of any changes to your medical health or personal circumstances.

Your sessions with me may involve some or all of these treatments; Coaching, Emotional Freedom Techniques (EFT) including Matrix Reimprinting, Matrix Birth Reimprinting, Neuro Linguistic Programming (NLP), Inner child work, Parts work, Meditation, Breathing practices, Energy Healing such as Reiki, Quantum Touch, Angelic Reiki, Energy Clearing practices, Hypnotherapy and Kinetic Shift or IEMT.

I have been trained and certified in EFT, Matrix Reimprinting, Matrix Birth Reimprinting, NLP, Hypnotherapy, Quantum Touch, Reiki, Angelic Reiki, by the following organisations EMTMRA, ITEC, The NLP Coaching Company, Quantum Touch, UK Hypnosis Academy. These treatments and therapies are not licensed or regulated by a government body; they are self-regulated.

5.9 I am not a medical doctor, or a trained psychiatrist or psychologist.

5.10 After our session I may assign you some specific tasks to do which may take several days or weeks to complete. If you are assigned such tasks they are a fundamental part of your treatment and you must complete them.

6. Charges and payment

6.1 The full price of Reignite Your Light is £1,200.

6.2 You can pay in full or choose one of the available payment plans:

- One payment of £1,200.
- Three monthly payments of £400.
- Six monthly payments of £200.

6.3 Payment plans are normally arranged through GoCardless before your first session. The instalment dates will be confirmed when your plan is set up.

6.4 Choosing a payment plan does not change the total programme price or the services included. If you choose six monthly instalments, payments will continue beyond the three-month programme unless the agreement is ended and the remaining payments are adjusted in accordance with the cancellation terms.

6.5 If you decide to cancel the programme, the cancellation arrangements set out in Section 7 of this agreement will apply. Any refund or outstanding payment will be calculated in accordance with those terms and your statutory consumer rights.

6.6 If you experience difficulty making a scheduled payment, please contact me as soon as possible so we can discuss the situation.

7. Your cancellation rights

7.1 If you enter into this agreement online or by phone, you normally have a statutory right to cancel within 14 days of the date the agreement is made, without giving a reason.

7.2 You can cancel by emailing me or sending another clear statement confirming your decision.

7.3 If you cancel during the statutory cancellation period before any services have been supplied, you will receive a full refund.

7.4 If you would like services to begin during the 14-day cancellation period, I will ask you to make an express request before the work begins.

7.5 If you make that request and then cancel during the 14-day period, you may be required to pay an amount proportionate to the services supplied up to the point of cancellation, calculated in accordance with the Consumer Contracts Regulations 2013. This applies only where the legal requirements for charging have been met.

7.6 If you cancel the programme after your statutory 14-day cancellation period has ended, I will calculate any refund or outstanding payment fairly, taking account of the services already provided and any reasonable losses directly resulting from your cancellation.

This may include sessions already delivered, individual preparation, personalised resources created for you and support provided between sessions. Any additional costs will be included only where they are reasonable, legally recoverable and have been appropriately disclosed.

I will take account of costs avoided because the programme has ended and will not charge twice for the same work or loss. I will explain how the amount has been calculated, and any refund or outstanding balance will be adjusted accordingly.

7.7 Any refund due under your statutory cancellation rights will be made within the legally required period, normally using your original payment method unless we agree otherwise.

7.8 Nothing in these terms limits your statutory consumer rights.

8 Intellectual property

8.1 If I provide you with any materials, whether digital or printed, any intellectual property in those materials belongs to me and unless I agree otherwise you can only use those materials for your own personal use and you may not share them with third parties.

9 How I may use your personal information

9.1 I shall use the personal information you give to me to:

9.1.1 provide the services;

9.1.2 process your payment for the services; and

9.1.3 inform you about any similar products and services that I provide (though you may stop receiving this information at any time by contacting me).

9.2 I shall not give your personal information to any third party unless you agree to it.

9.3 See my privacy policy attached for full details of how I use your information.

10 Confidential information

10.1 All information shared by you on a one to one basis will be kept strictly confidential, except when releasing such information is required by law and/or where I consider it necessary to do so because of concerns of risk to yourself or others, or to assist the prevention or detection of a crime. circumstances may include suicide, child sexual or general abuse or neglect, kidnapping, murder, rape, treason or terrorism.

10.2 Where you participate in any group sessions, for example as part of a group programme, you agree to keep strictly confidential any information shared by participants in those group sessions and not to share it with any third parties. You will not use the confidential information of any participant of a group session for your own benefit except with the explicit consent of that participant.

10.3 The obligations in clauses 10.1 and 10.2 will not apply to information which:

10.3.1 has ceased to be confidential through no fault of either party;

10.3.2 was already in the possession of the recipient before being disclosed by the other party; or

10.3.3 has been lawfully received from a third party who did not acquire it in confidence.

10.4 You will not use any Confidential Information for profit or for your own benefit in any way.

10.5 Your and my confidentiality obligations under this clause will continue after termination of this agreement.

11 Resolving problems

11.1 In the unlikely event that there is a problem with the services, please contact me as soon as possible and give me a reasonable opportunity to sort out any problems with you and reach a positive outcome.

11.2 I may at my option vary or re-perform the services if there is a problem and the terms of this agreement will apply to any re-performed services.

11.3 Nothing in this contract affects your legal rights under the Consumer Rights Act 2015 (also known as 'statutory rights'). You may also have other rights in law.

12 End of the contract

12.1 If a services description specifies a length of time for services to be provided then subject to clause 12.3 below, the services will terminate at the end of that timeframe

12.2 If I provide services to you on an ongoing basis and the relevant services description does not specify a timeframe then either you or I may terminate the services by one month's written notice to each other.

12.3 Either you or I may terminate the services and this contract immediately if:

12.3.1 the other party commits any material breach of the terms of this contract or a services description and, in the case of a breach capable of being resolved, the breach is not resolved within 30 days of a written request to do so. The written request must expressly refer to this clause and state that the services and this contract will be terminated if the breach is not resolved; or

12.3.2 the other party commits or threatens to commit or is threatened with any act of insolvency under the Insolvency Act 1986.

12.4 If I decide in my absolute discretion that we are not a good fit for each other, I may terminate this contract immediately on notice, in which case I shall give you a partial refund for any elements of the services which you have paid for in advance and which you have not received.

12.5 If this contract is ended it will not affect my right to receive any money which you owe to me under this contract and it will not operate to affect any provisions that expressly or by implication survive termination.

13 Limit on my responsibility to you

13.1 Except for any legal responsibility that I cannot exclude in law (such as for death or personal injury caused by negligence), I am not legally responsible for any:

13.1.1 losses that:

(a) were not foreseeable to you and me when the contract was formed.

(b) were not caused by any breach of these terms on my part; and

13.1.2 business losses, including loss of business, business interruption, loss of profits, loss of management time and loss of business opportunity.

13.2 My total liability to you is limited to the amount of fees paid by you for the services and you confirm your understanding that the price of my services is calculated bearing in mind this limit on my liability. If you would like me to assume a greater degree of potential liability, please contact me for a revised price for my services.

14 Disputes

14.1 I shall try to resolve any disputes with you quickly and efficiently.

14.2 If we cannot resolve a dispute using my internal complaint handling procedure and either of us want to take court proceedings, the courts of England and Wales have exclusive jurisdiction in relation to this contract.

14.3 The laws of England and Wales will apply to this contract.

14.4 In the event of a dispute between us, you and I agree not to engage in any conduct or communications, including on social media, designed to disparage my or your website, products and services.

15 Entire agreement

These terms constitute the entire agreement between us in relation to your purchase. You acknowledge that you have not relied on any statement, promise, assurance or warranty given by or on behalf of me which is not set out in these terms and that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

16 Third party rights

16.1 No one other than a party to this contract has any right to enforce any term of this contract.

Privacy Policy

Claire Williams trading as Your Soul Energy

Last updated: 10 October 2026

1. Introduction

Your privacy matters to me. When you contact me, work with me, join a programme, attend a workshop or purchase something from me, you may share personal information. I take my responsibility to look after that information seriously.

This Privacy Policy explains what information I collect, why I collect it, how I use and protect it, how long I keep it and the rights you have over your personal information.

I process personal information in accordance with applicable UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who is responsible for your information?

I am Claire Williams, trading as Your Soul Energy, and I am the data controller responsible for the personal information collected through my business.

Business address:
1 Orville, Mallows Field
Halstead, Essex
CO9 2LL

Email: claire@yoursoulenergy.co.uk

Website: yoursoulenergy.uk

I am also developing my business under the Claire Williams name, including the website clairewilliams.co.

If you have any questions about how your information is used, please contact me using the email address above.

3. What information do I collect?

The information I collect depends on how you interact with my business.

Enquiries and general communication

When you contact me through my website, email, telephone, social media or another communication platform, I may collect:

- Your name
- Your email address and telephone number
- The content of your enquiry or message
- Any other information you choose to share with me

I use this information to respond to your enquiry and communicate with you about the services or information you have requested.

One-to-one coaching and energy healing

When you become a client, I may collect:

- Your name and contact details
- Information provided on your consultation form
- Relevant health information, medical history and wellbeing concerns
- Information about your personal circumstances, experiences and goals
- Handwritten notes relating to our sessions
- Booking, payment and correspondence records

Some of this information may be classed as special category personal data under UK data protection law, particularly information relating to your health.

I only collect information that is relevant to providing my services safely, appropriately and effectively.

Programmes, workshops, retreats and training

If you enrol in a programme, workshop, retreat or training course, I may collect:

- Your name and contact details
- Booking and payment information
- Information needed to organise and deliver the activity
- Relevant information you choose to share about your needs or circumstances
- Attendance and participation records
- Information required to issue certificates, where applicable

Where a programme includes online sessions or group communication, your name, image, voice or contributions may be visible or audible to other participants, depending on how you choose to participate.

Purchases and payments

When you purchase a service or product, I may collect or receive information about your order, payment status, transaction reference, invoices and payment arrangements.

Payments may be processed through Wix Payments, GoCardless, PayPal or SumUp, depending on the service and payment method used.

The relevant payment provider handles payment details in accordance with its own privacy and security arrangements. I do not need to collect or store your full card details to process these payments.

Newsletter subscriptions

When you subscribe to my newsletter, I collect your name, where provided, and your email address.

My newsletter mailing list is managed through MailerLite. Subscription information may also initially be collected through forms on my Wix website.

If you become a one-to-one client, my consultation form includes a separate choice asking whether you would like to receive my newsletter. You do not have to subscribe to receive my services.

4. Why do I use your information?

I use personal information to:

- Respond to enquiries and requests
- Arrange appointments and provide coaching, healing and other services
- Deliver programmes, workshops, retreats, training and digital products
- Communicate important information about bookings and participation
- Create and maintain appropriate client records
- Process payments, invoices and payment plans
- Meet my accounting, tax and other legal obligations
- Manage my website and business systems
- Send newsletters and marketing emails where I have the appropriate permission or other lawful basis
- Respond to complaints, concerns or legal claims

I do not use confidential consultation information or session notes for marketing purposes.

5. My lawful reasons for processing information

Under UK data protection law, I must have a lawful basis for using your personal information.

Depending on the circumstances, these may include:

Contract: Where processing your information is necessary to provide a service, programme or product you have requested or purchased.

Legal obligation: Where I must retain or process information to comply with legal requirements, including tax and accounting obligations.

Legitimate interests: Where I have a reasonable business need to process information, such as responding to enquiries, managing records, protecting my business or handling complaints, provided this does not override your rights and interests.

Consent: Where you have chosen to receive marketing communications or where consent is otherwise required.

Sensitive personal information

Information about your health is given additional protection under UK data protection law.

Where I need to collect and use health information to provide my services, I will explain its purpose and seek your explicit consent to process that information.

This includes information provided in your consultation form and relevant information recorded in my handwritten session notes.

You may withdraw that consent at any time by contacting me. However, this will not affect processing already carried out lawfully, and I may still need to retain certain records where another lawful basis and applicable condition permit or require this.

I will not ask you to provide more sensitive information than is reasonably necessary for the services being provided.

6. How I collect and store consultation forms and session notes

Consultation forms are completed electronically through Zoho Forms.

When I receive a completed form, I print it, check that the paper copy is complete and delete the electronic submission from my Zoho account.

Zoho may process and temporarily retain information in accordance with its own technical systems, security arrangements and retention policies.

My ongoing consultation records are paper-based. Your printed consultation form and my handwritten session notes are stored securely and are not routinely maintained as digital treatment records.

Access to these confidential records is restricted.

7. How long do I keep your information?

I retain personal information only for as long as it is reasonably needed for the purpose for which it was collected, including any applicable legal, professional, insurance or contractual requirements.

Consultation forms and session notes

I normally retain consultation forms and handwritten session notes for **five years after our last session together**.

Where a client was under 18 at the time of their sessions, I retain their records for **five years after their 18th birthday**.

These records are retained to maintain appropriate professional records and respond to concerns, complaints or legal claims that may arise.

Where there is a legal, insurance or other legitimate reason to retain records for longer, a different period may apply.

At the end of the relevant retention period, paper records are securely and confidentially shredded.

Financial and payment records

Invoices, payment records and other relevant financial information are retained for the periods required by applicable tax and accounting rules.

Payment agreements and business correspondence

Payment plan agreements, contractual correspondence and related business records are retained for as long as reasonably necessary for administering the agreement, resolving disputes and meeting legal obligations.

Enquiries

Information relating to enquiries that do not lead to a booking or purchase is kept only for as long as reasonably necessary to respond and manage any appropriate follow-up.

Newsletter subscriptions

I retain your newsletter subscription details while you remain subscribed.

You can unsubscribe at any time using the link included in my marketing emails or by contacting me directly. I may retain a limited record of your unsubscribe request to ensure that your preference is respected.

8. How I protect your information

I take reasonable steps to protect the personal information entrusted to me.

These include:

- Secure storage of paper consultation forms and session notes
- Restricted access to confidential client information
- Using established service providers for website, payment, form and communication services
- Removing electronic consultation submissions from my Zoho account once they have been printed and checked
- Securely shredding paper client records when their retention period ends
- Taking appropriate steps to protect access to business accounts and electronic correspondence

Although I take information security seriously, no electronic transmission or storage system can be guaranteed to be completely secure.

9. Who may have access to your information?

I do not sell your personal information.

I use external service providers to help operate my business. Depending on how you interact with me, these may include:

Wix: Website hosting, online forms, bookings, customer records, digital products and Wix Payments.

Zoho Forms: Electronic collection of consultation information.

MailerLite: Newsletter subscriptions and email marketing.

123 Reg: Business email services and storage of email correspondence.

GoCardless: Payment collection and instalment arrangements.

PayPal and SumUp: Payment processing where these methods are used.

Zoom: Online appointments, workshops, programmes and training.

WhatsApp: Client communication and support where this forms part of a service or has been agreed.

Facebook and Instagram: Communication or interaction through social media where relevant.

These organisations may process information on my behalf or, in some circumstances, act as independent data controllers under their own privacy policies.

I share only the information reasonably necessary for the relevant purpose.

I may also need to share information with professional advisers, insurers or relevant authorities where this is necessary and lawful, for example in connection with a complaint, insurance claim, legal obligation or serious safeguarding concern.

I will not otherwise disclose confidential client information without an appropriate lawful reason.

10. International transfers

Some of the external platforms and service providers I use may process or store personal information outside the United Kingdom.

Where UK data protection law requires safeguards for an international transfer, appropriate arrangements must be in place, such as recognised adequacy regulations or approved contractual safeguards, depending on the provider and transfer.

Further information about a provider's arrangements may be available in its own privacy policy.

11. Emails, newsletters and marketing

I may email you about appointments, programme participation, payments, resources and other matters necessary to provide a service you have booked or purchased.

These are service-related communications and are separate from my general marketing emails.

I send newsletters and promotional emails where I have the appropriate permission or other lawful basis to do so.

If you complete a general contact form or email me with an enquiry, this does not automatically subscribe you to my newsletter.

If you enrol in Beyond Emotional Eating or another programme, I may send the information needed for you to participate, including session details, workbooks, resources and relevant programme updates. This does not automatically enrol you in my general newsletter.

You can unsubscribe from marketing emails at any time without affecting your ability to receive the essential communications associated with services you have purchased.

12. Website information, cookies and analytics

My website is hosted through Wix.

When you visit my website, certain technical information may be collected automatically, such as your IP address, browser information, device details and information about how you use the website.

Wix and any analytics or other tools enabled on the website may use cookies or similar technologies.

Some cookies are necessary for the website to function. Others, such as analytics or marketing cookies, may require your consent before they are used.

Where required, you will be offered appropriate choices through the website's cookie settings or consent mechanism.

Further details about the cookies used on the website should be available through its cookie information or settings.

13. Information received from other people

Occasionally, someone may recommend my services or contact me on another person's behalf.

If I receive personal information about you from another person, I will use it only where I have an appropriate lawful reason to do so.

Where required, I will provide relevant privacy information within the period specified by data protection law, generally within one month.

14. Your data protection rights

Under UK data protection law, you may have the right to:

- Be informed about how your personal information is used
- Request access to the personal information I hold about you
- Ask for inaccurate information to be corrected
- Request deletion of your information in certain circumstances
- Ask for processing to be restricted in certain circumstances
- Object to certain uses of your information
- Request transfer of information where the right to data portability applies
- Withdraw consent where processing is based on consent

These rights are not absolute and may be subject to legal exceptions.

For example, I may need to retain certain records even if you request their deletion, where there is a valid legal basis for doing so.

If you would like to exercise any of your rights, please email me at claire@yoursoulenergy.uk.

I will respond within the time required by applicable data protection law, normally within one month. In certain circumstances, this period may be extended where permitted by law.

15. Concerns and complaints

If you have any questions or concerns about how I handle your personal information, please contact me first so that I have an opportunity to address them.

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

Website: https://ico.org.uk

You do not need to contact me before approaching the ICO.

16. Changes to this Privacy Policy

I may update this Privacy Policy from time to time to reflect changes in my services, business systems or legal requirements.

The latest version will be available on my website, with the date of the most recent update shown at the beginning of the policy.