PRIVACY POLICY

C'Alma Retreats / www.calma-retreats.com

LAST UPDATED	22 September 2026

This Privacy Policy explains how C'Alma Retreats ("C'Alma", "we", "us" or "our") collects, uses, discloses and protects personal information when you visit or use https://calma-retreats.com/ and related services.

C'Alma Retreats operates a curated platform for discovering and enquiring about retreat experiences. The website presents retreats, destinations, editorial content, contact and enquiry forms, and an email subscription service. Depending on the retreat and transaction structure, C'Alma may act as a platform/intermediary and certain personal information may also be processed by the relevant retreat provider or other service providers.

LEGAL ENTITY	CALMA RETREATS LIMITED
REGISTERED ADDRESS	2B Pope Road, Bromley BR2 9QB, United Kingdom
COMPANY NUMBER	14998498 • Company registered in England & Wales
PRIVACY CONTACT	info@calma-retreats.com

1. Who We Are

2. Personal Information We Collect

We may collect the following categories of personal information:

Contact and identity information, such as your name, email address and telephone number.

Enquiry information, including the retreat, destination or experience you are interested in and information you choose to provide in a message or enquiry form.

Newsletter information, such as your email address and subscription preferences.

Account information, where account functionality is enabled, such as login details and profile information.

Communications, including correspondence with us and records of enquiries.

Technical and usage information, such as IP address, browser type, device information, pages visited, approximate location derived from IP address, and information about how you interact with the website.

Cookie and similar technology information, as described in our Cookie Policy.

Information relating to a retreat enquiry or booking that you voluntarily provide. Because some retreats relate to wellness, fitness, stress, burnout, detox, meditation or personal development, users should not provide medical or other sensitive information unless specifically requested and appropriately protected.

3. How We Collect Information

We collect information when you:

Submit a contact, consultation or retreat enquiry form;

Subscribe to our newsletter or other communications;

Create or use an account, where available;

Communicate with us by email or other channels;

Browse or interact with our website;

Submit reviews, testimonials, comments or other content, where these features are available; or

Interact with cookies, analytics tools or similar technologies used on the website.

4. How We Use Personal Information

We may use personal information to:

Respond to enquiries and requests;

Help you identify and enquire about suitable retreats;

Communicate with you about retreats, consultations, enquiries or services;

Administer accounts and provide website functionality;

Send newsletters, updates, offers and information where permitted by law and in accordance with your preferences;

Operate, maintain, secure and improve the website;

Understand website usage and improve our content, services and customer experience;

Manage relationships with retreat operators, facilitators and service providers;

Prevent fraud, abuse and security incidents;

Comply with legal and regulatory obligations; and

Establish, exercise or defend legal claims and protect our rights and the rights of users.

Where required by applicable law, we will rely on an appropriate legal basis for processing, such as consent, performance of a contract or steps requested before entering into a contract, legitimate interests, or compliance with a legal obligation.

5. Marketing Communications

If you subscribe to our mailing list, we may send information about new retreats, selected experiences, exclusive access, offers and occasional editorial or wellbeing content.

You can unsubscribe from marketing communications at any time by using the unsubscribe mechanism included in the relevant communication or by contacting us. Unsubscribing from marketing communications will not necessarily stop service-related or transactional communications.

6. Sharing Personal Information

We may share personal information where reasonably necessary with:

Retreat operators, facilitators or properties relevant to an enquiry or booking;

Technology, hosting, website, CRM, email, analytics and customer-support providers;

Payment providers, where payments are processed through or in connection with our services;

Professional advisers, insurers and auditors where appropriate;

Authorities, courts or regulators where required by law; and

A buyer, investor, successor or other relevant party in connection with a corporate transaction, subject to applicable law.

We do not sell personal information as a business model. We will only disclose information to third parties for legitimate purposes and in accordance with applicable privacy law.

7. International Data Transfers

Because C'Alma promotes retreats in destinations around the world and may use service providers located in different countries, personal information may be processed outside the country in which you live.

Where applicable law requires safeguards for international transfers, we will use appropriate mechanisms, such as an adequacy decision, standard contractual clauses or another legally recognised transfer mechanism.

8. Cookies and Similar Technologies

The website may use cookies and similar technologies for essential functionality, security, analytics, preferences and, where applicable, marketing.

Where consent is required, non-essential cookies will be used only after the required consent is obtained. You can manage cookie preferences through the website's cookie controls, where available, and through your browser settings.

A separate Cookie Policy should be published if the website uses analytics, advertising, social-media pixels, embedded content or other non-essential tracking technologies.

9. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes described in this Policy, including to provide services, maintain business and financial records, comply with legal obligations, resolve disputes and enforce agreements.

Retention periods may vary depending on the type of information and the purpose for which it was collected. Where information is no longer required, we will securely delete it or anonymise it, subject to applicable legal requirements.

10. Data Security

We take reasonable technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

No internet transmission or storage system can be guaranteed to be completely secure. You should avoid sending unnecessary confidential or sensitive information through ordinary website forms or email.

11. Your Privacy Rights

Depending on where you live and the laws that apply, you may have rights including:

Access to personal information we hold about you;

Correction of inaccurate or incomplete information;

Deletion of personal information in certain circumstances;

Restriction or objection to certain processing;

Data portability, where applicable;

Withdrawal of consent where processing is based on consent; and

The right to complain to the relevant data protection authority.

To exercise a right, contact us using the details in Section 15. We may need to verify your identity before responding. Your rights may be subject to legal exceptions and limitations.

12. Children

Our website and retreat services are not intended to knowingly collect personal information from children unless this is permitted and appropriately managed under applicable law. If you believe a child has provided personal information to us without appropriate consent, please contact us so that we can assess and, where appropriate, delete it.

13. Third-Party Websites and Retreat Providers

Our website may contain links to third-party websites, including retreat operators, properties, facilitators, payment providers or other service providers. We are not responsible for the privacy practices of third-party websites.

Where an enquiry is passed to a retreat provider, that provider may process your personal information under its own privacy notice. We encourage you to review the applicable third-party privacy information before providing additional personal information.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, legal requirements or business practices. The updated version will be published on this page with a revised “Last updated” date.

15. Contact Us

For questions about this Privacy Policy, requests concerning your personal information, or privacy-related concerns, please contact:

C’Alma Retreats

Email: info@calma-retreats.com

Address: 2B Pope Road, Bromley BR2 9QB, United Kingdom

If applicable, complaints may also be submitted to the data protection authority responsible for your country or region.