

How We Handle Your Information

Eclipse — a plain-language notice for clients

Richard Flook Limited · Version 1.0

A plain-language notice for clients

This notice explains what we do with the information you give us. It is written to be read, not to be hidden behind.

WHO WE ARE

Richard Flook Limited, 86 Shirehampton Road, Bristol BS9 2DR, United Kingdom. We are the people responsible for your information. You can reach us about anything in this notice at eclipse@howcaniheal.org.

WHAT WE HOLD

- Your name and contact details
- Your date, time and place of birth
- What you tell us about your health and how you are feeling
- A written record of your sessions, and our notes
- Your Fractal Mapping Chart
- The analysis and reports we produce for you

Some of what you tell us is health information. The law treats that as especially sensitive, so we handle it with particular care.

WHY WE HOLD IT

To deliver the service you have asked for: to run your sessions, to analyse your information against your chart, and to produce the reports you receive.

We also use the **mathematical and structural** results of our work — never your personal or health details, and never your name — to improve our method and to teach it. You can say no to that use at any time without affecting your sessions.

YOUR PERMISSION

Before we analyse your health information, we ask for your clear permission, separately and in plain terms. You can withdraw that permission at any time. If you do, we will stop using your health information and delete it. That does not close your account by itself, and it does not cancel your plan. We will tell you what it means for your sessions, and if you would rather stop, we will stop the plan and refund you as our Terms describe.

OFFERS, IF YOU WANT THEM

We only send you offers if you have asked us to. It is a separate tick box — separate from the permission you give us for your health information, and separate from agreeing to our terms. It says: yes, email me about offers and services that might help me, chosen using what Eclipse knows about me.

You get the whole service either way. If you leave the box clear, you will never get an offer from us.

You can stop at any time. Every offer email has an unsubscribe link, and one word to us does the same thing.

We do not pass your details to anybody whose product we mention. If something interests you, you deal with them yourself. And you will never get an offer you did not ask for.

WHO ELSE SEES IT

We use a small number of specialist services to run Eclipse. They act on our instructions and are bound by contract.

Service	What it does	Where it runs
Mistral AI	Understands language and helps compose responses	European Union (France)
Gradium	Converts speech to text and text to speech	European Union (France)
Our hosting and email providers	Stores the service and sends our correspondence	To be confirmed

We do not sell your information. We do not advertise to you unless you have asked us to. It is not given to anyone else except these services, or where the law requires it.

YOUR VOICE

We do not clone your voice. There is no feature for it, and we are not building one.

Eclipse speaks with one of the provider's own ready-made voices. Nothing you say is recorded, therefore no synthetic copy of your voice and no sample of your voice is kept anywhere.

HOW LONG WE KEEP IT

90 days after your last session, and then it is deleted. Backups are cleared ten days later. If you would like it gone sooner, ask us and we will delete it sooner.

Your billing records are kept longer, because the law requires it.

IF YOU ARE UNDER 18

The minimum age for Eclipse is 18. Where a young person is under that age, a parent or guardian holds access, and can see the information and ask for the account to be deleted.

YOUR RIGHTS

You can ask us to:

- show you what we hold about you
- correct anything wrong
- delete it
- stop processing it
- give you a copy in a portable format

Just write to **eclipse@howcaniheal.org**. We will respond within 30 days. If you are unhappy with how we have handled your information, you can complain to the Information Commissioner's Office (ico.org.uk). If you live outside the United Kingdom, you can also complain to the data protection authority in your own country.

A HUMAN BEING IS ALWAYS IN THE PICTURE

Every report and every analysis we send you is reviewed and written up by a person — Richard — before it reaches you. Nothing is generated and delivered to you by machine alone. The analysis supports the work; it does not replace the practitioner.

WHAT MAKES THIS LAWFUL

Two things, in plain terms: we process your information because you have bought a service from us and we cannot deliver it otherwise, and for the sensitive parts we ask for your clear permission first.

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