Privacy Policy Soul Perceptions

Last updated: 1st September 2026

Soul Perceptions values your privacy and handles personal data with care. This Privacy Policy explains which personal data we process, why we process it, how we protect it and what rights you have.

1. Who is responsible for your personal data?

Soul Perceptions is responsible for the processing of personal data as described in this Privacy Policy.

Soul Perceptions
Location: Delft, the Netherlands
Email: stella@soulperceptions.nl
Chamber of Commercenumber: 85255025
Website: soulperceptions.nl and soulperceptions.com

If you have any questions about privacy or the use of your personal data, you can contact us via the email address above.

2. Which personal data do we process?

The personal data we process depends on how you interact with Soul Perceptions and on the stage of your process with us.

This may include the following information:

Contact details

Name, email address, telephone number, place of residence and country.

Information relating to your request and participation

Information you provide during initial contact, an introductory call, booking, intake, preparation, retreat and any integration or aftercare.

Health information and other sensitive data

Before participation in a retreat, we ask for information that is necessary to assess whether participation is suitable and responsible.

This may include information about:
- physical health
- medical and psychological history
- medication use
- previous experience with psychedelics
- psychological vulnerabilities or contraindications

• relevant family history
• your current emotional and personal situation
This information is only requested insofar as it is relevant for screening, safety and appropriate guidance.
Health information is considered special category personal data under the GDPR. Where required, we therefore ask for your explicit consent to process this information.

Booking information
When you schedule an appointment through TidyCal, information such as your name, email address and answers to booking questions may be processed.

Invoice and payment information
For invoicing and administration, we process the information necessary to issue an invoice and record payments.
Soul Perceptions does not use an external payment provider. Payments are made directly by the client through their own bank.

Website information
When you visit our website, technical and usage data may be processed, for example through cookies and Google Analytics.
This may include information about your device, browser, pages visited, sessions and general website usage.

3. Why do we process this information?
We process personal data for the following purposes:
• to answer questions and stay in contact with you
• to schedule introductory calls and other appointments
• to assess whether participation in a retreat is suitable and responsible
• to assess potential risks and contraindications in advance
• to prepare the retreat properly and provide appropriate guidance
• to stay in contact during preparation, participation and aftercare
• to issue invoices and maintain our financial administration
• to comply with legal obligations
• to ensure that our website functions properly
• to gain insight into the use and visibility of our website
• to improve our services and website where appropriate

Personal data is not used for purposes that are incompatible with the purpose for which it was originally collected.

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4. On what legal basis do we process personal data?

Depending on the situation, we process personal data on the basis of one or more of the following legal grounds.

Performance of a contract or steps taken before entering into a contract
For example, when you contact us about a retreat, schedule an appointment or participate in a retreat.

Legal obligation
For example, in relation to our financial and tax administration.

Legitimate interest
For example, for the security and proper functioning of our website and business operations, provided that your privacy interests do not outweigh these interests.

Consent
Where consent is required under the GDPR, we ask for it in advance.
This applies in particular to the processing of health information and other special category personal data where consent is required.

You may withdraw your consent at any time. This does not affect processing that was lawfully carried out before consent was withdrawn.

If certain personal data is necessary for screening, safety or guidance in relation to a retreat, withdrawing consent may mean that participation is no longer possible or cannot be continued.

5. Intake and screening

A careful intake and screening process is necessary before participation in a retreat. The information you provide during this process is used to assess whether participation is responsible and whether there are medical, psychological or other circumstances that require particular attention or may exclude participation.

It is therefore important that the information you provide is complete and accurate. Intake and screening information is not used for marketing purposes.

6. Jotform

Soul Perceptions uses Jotform for, among other things, the intake form and the Personal Statement.
These forms are configured with end-to-end encryption.

The content of completed forms is encrypted during transmission and storage and can only be accessed using Soul Perceptions' personal access code. As a result, Jotform itself does not have access to the content of these encrypted forms.

After receipt, the forms are stored locally by Soul Perceptions on a secure local drive. The data is not stored in a cloud environment. Once the forms have been securely stored locally, the submissions are deleted from Jotform.

Jotform is therefore used only as a secure way of receiving this information and not as a permanent storage location.

Clients cannot upload files through these forms.

7. Appointments through TidyCal

Soul Perceptions uses TidyCal to schedule introductory calls and other appointments. When you make an appointment, TidyCal processes information such as your name, email address and answers to any booking questions.

Where required, consent is requested before this information is processed.

8. Email and contact form

Business email for Soul Perceptions is provided through STRATO.
Information submitted through the contact form on our website is sent directly to the business email address of Soul Perceptions via STRATO.

STRATO processes and stores email data in data centres in Germany, within the European Union. STRATO uses secure data centres and encrypted connections for the processing of email traffic.

9. WhatsApp

Soul Perceptions uses WhatsApp as a communication channel for practical and general communication with potential and existing clients.

For sensitive health information and detailed medical or psychological information, we prefer the use of the secure intake forms.

If you choose to provide personal data through WhatsApp, we process this information only for the purpose for which you contacted us.

For users within the European Economic Area, WhatsApp services are provided by WhatsApp Ireland Limited. As part of its global operations, WhatsApp may transfer certain personal data outside the European Economic Area.

WhatsApp uses recognised safeguards for such transfers, including the EU-US Data Privacy Framework and Standard Contractual Clauses where applicable.

10. Microsoft Teams

Soul Perceptions uses Microsoft Teams for video calls, including the Psychedelic Readiness Consultation and any follow-up or integration calls.
During a video call, Microsoft Teams may process information such as your name, email address and call metadata, for example the time and duration of the call.

11. With whom do we share personal data?

Soul Perceptions never sells personal data.

Personal data is only shared when this is necessary for our services, administration or a legal obligation.

This may include:
• Jotform, for secure forms and intake
• TidyCal, for scheduling appointments
• Microsoft, for video calls via Microsoft Teams
• STRATO, for business email and website hosting
• Our accountant or administration provider, only for information necessary for financial administration
• Google, for Google Analytics and Google Search Console
• technical service providers required for the functioning and security of the website

Our accountant does not have access to intake information, health information or the Personal Statement.

If it is necessary for safety reasons to consult a physician or another professional, we only share the information that is necessary and only where there is an appropriate legal basis for doing so.

12. Google Analytics, Google Search Console and SEO

Soul Perceptions uses Google Analytics to gain insight into how visitors use the website.

This may involve the processing of data such as device information, browser information, sessions, pages visited and approximate location.

Google Analytics does not receive your name or email address through our website.
For cookies and other technologies that require consent, we ask for consent in advance through the cookie banner.

Soul Perceptions also uses Google Search Console and Rank Math to gain insight into the visibility, technical performance and functioning of the website.

These tools are used for website management and optimisation and not to create personal client profiles.

More information about cookies can be found in our Cookie Policy.

13. Testimonials and reviews

Soul Perceptions may use client experiences or testimonials on the website or other online channels.

This is only done with the consent of the client concerned.

Depending on what has been agreed, a testimonial may be published:
• with a full name
• with a first name or initials
• anonymously
• together with the client's country

We never publish more identifying information than the client has agreed to.
If consent is withdrawn, we will stop future use of the testimonial as far as reasonably possible.

14. How long do we retain personal data?

We do not retain personal data for longer than necessary for the purpose for which it was collected, unless a legal obligation requires a longer retention period.

Intake, screening and Personal Statement information

We retain this information for a maximum of 10 years after the retreat or the last substantive service provided.

This period allows us, where necessary, to reconstruct which information was provided before participation, what screening took place and on what information the participation decision was based.

Introductory call and intake information without further participation

If you complete an introductory call, or begin an intake, but do not proceed with a retreat, we retain this information for a maximum of 1 year, after which it is deleted.

Financial administration and invoices

We retain this information in accordance with the statutory tax retention period. In principle, this is 7 years.

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Email and other communication
We retain this information for as long as is reasonably necessary for communication, service provision, administration or any follow-up.
Information that is no longer needed is deleted.

Website and analytics data
The retention periods configured within the relevant systems and cookie settings apply.
When personal data is no longer required, we delete or anonymise it.

15. How do we protect personal data?
Soul Perceptions takes appropriate technical and organisational measures to protect personal data against loss, unauthorised access, alteration or disclosure.

These measures include:
- secure devices and accounts
- strong passwords
- two-factor authentication where possible
- encrypted connections
- end-to-end encrypted forms for sensitive intake information
- restricted access to personal data
- secure local storage of intake and screening information

Intake information stored locally is kept on a secure computer that is accessible only to Soul Perceptions.

This information is not routinely synchronised with an external cloud environment.
For backup purposes, a copy is stored on an external hard drive which is kept securely in a safe.

16. Your privacy rights
Under the GDPR, you have a number of rights.

You may ask us to:
- provide access to the personal data we process about you
- correct inaccurate information
- delete personal data
- restrict processing
- object to certain types of processing
- transfer personal data where this right applies
- withdraw previously given consent

A request for deletion does not always mean that we are able to delete all information immediately. Some information may need to be retained for a certain period because of legal obligations or another valid legal basis.

You can submit a request via stella@soulperceptions.nl

We may ask you to provide additional information to confirm your identity before processing your request.

17. Complaints

If you have questions or concerns about the way we handle your personal data, we ask that you contact us first.

You also have the right to lodge a complaint with the Dutch Data Protection Authority, the Autoriteit Persoonsgegevens.

18. Changes to this Privacy Policy

This Privacy Policy may be updated from time to time, for example if our services, systems or applicable laws change.

The most recent version will always be available on our website. The date of the most recent update is shown at the top of this Privacy Policy.