

The Lucid Village

Privacy Policy

1. Data Controller

The data controller for the purposes of this policy is LUCID STRENGTH Social Cooperative Enterprise (Κοtv.Σ.Επ.), trading as The Lucid Village.

Registered address: Panagia, agricultural plot at Lichada, 34300 Loutra Aidipsou, Evia, Greece

Contact for privacy matters: jonathanhuliaros@hotmail.com

2. What Data We Collect

- Name and email address
- Phone / WhatsApp number, if provided — this may be requested as early as our initial sign-up form, and again at later stages such as your application or booking
- Application answers: work situation, monthly income bracket, physical activity level, current priorities, Cohort preference, and open-ended motivation responses
- Payment information, processed directly by our payment provider (see Section 5) — we do not store full card details ourselves
- Communications between you and The Lucid Village, including email and WhatsApp

3. How We Collect It

Data is collected directly from you: through the application form on our website, through direct conversations on WhatsApp or Instagram, or through voluntary email list sign-up.

4. Why We Collect It, and Our Legal Basis

- To review and respond to your application — legal basis: legitimate interest, since you have actively applied and requested contact
- To send you information about The Lucid Village if you've opted in to our mailing list — legal basis: consent, which you may withdraw at any time
- To process your booking and deliver the programme you've booked — legal basis: performance of a contract
- To meet our legal and accounting obligations — legal basis: legal obligation

5. Who Processes Your Data

We use the following third-party processors to run our systems. Each processes data on our behalf under its own data processing agreement:

- Typeform — collects and processes your application responses, which are then transferred to our CRM
- HubSpot — our CRM, used to store applications and manage communications
- Stripe (or HubSpot Payments) — our payment processor
- Google Workspace — our email provider

These providers may process data outside the European Economic Area. Where they do, the transfer is protected by appropriate safeguards — specifically the EU Standard Contractual Clauses contained in each provider's Data Processing Agreement.

6. How Long We Keep Your Data

Application data for unsuccessful or non-responsive applicants is retained for 12 months from the application date, after which it is deleted or anonymized.

For confirmed residents, financial and booking records required for accounting and tax purposes are retained for five years from the end of the relevant financial year, in line with Greek accounting and tax law (Law 4308/2014). Any broader application data that is not needed for those legal obligations is deleted or anonymized on the same 12-month basis as above.

7. Your Rights

Under GDPR, you have the right to access, correct, delete, or restrict the use of your personal data, to receive a copy of it in a portable format, to object to certain processing, and to withdraw consent at any time where processing is based on consent.

You also have the right to lodge a complaint with the Hellenic Data Protection Authority. To exercise any of these rights, contact us at jonathanhuliaros@hotmail.com.

8. Cookies & Website Analytics

Our website uses cookies and similar technologies. Cookies that are strictly necessary for the site to function are used without consent. Any non-essential cookies or tracking technologies — including analytics and any advertising or social-media pixels — are used only with your prior consent, which you can give or decline through our cookie consent banner and change at any time.

We use Google Fonts to display text correctly on our site. Loading these fonts causes your browser to contact Google's servers directly, which may involve transmitting your IP address to Google. This occurs on every visit regardless of your cookie banner choice, since it does not involve a cookie or any local storage on our part.

9. Changes to This Policy

We may update this policy from time to time. The version in effect at the time of your application or booking will be made available on request.