



Privacy Policy

Effective Date: 14-07-2026

Last Updated: 14-07-2026

This Privacy Policy explains how **The Menopause Club** ("we", "our", or "us") collects, uses, stores, and protects your personal data when you visit our website, use our services, register for events or webinars, contact us, or otherwise interact with us.

We are committed to protecting your privacy and processing your personal data in accordance with the **General Data Protection Regulation (EU) 2016/679 (GDPR)**, applicable national data protection laws, and, where applicable, the UK GDPR.

1. Data Controller

The Menopause Club

Registered Address: Moestuinlaan 51, 1036 KD, Amsterdam, The Netherlands

Email: info@menopauseclub.org

Website: www.menopauseclub.org

If you have any questions regarding this Privacy Policy or the processing of your personal data, please contact us using the details above.

2. Personal Data We Collect

Depending on how you interact with our website, we may collect the following categories of personal data.



Information you provide

- Full name
- Email address
- Telephone number
- Company or organisation
- Billing and payment details
- Postal address
- Information contained in messages you send us
- Information submitted through forms
- Event or webinar registrations

Information collected automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Operating system
- Language preferences
- Date and time of access
- Pages visited
- Referring website
- Website usage statistics
- Cookie identifiers

Payment Information

Payments are processed by trusted third-party payment providers. We do not store your complete payment card details on our systems.

3. How We Use Your Personal Data

We use your personal data to:



- provide our services;
- process registrations and purchases;
- deliver webinars and events;
- respond to enquiries;
- provide customer support;
- send transactional communications;
- improve our website and services;
- analyse website performance;
- comply with legal obligations;
- prevent fraud and abuse;
- maintain website security.

Where you have given your consent, we may also send marketing communications. You may unsubscribe at any time.

4. Legal Bases for Processing

We process personal data under one or more of the following legal bases:

- **Performance of a contract** (Article 6(1)(b) GDPR)
- **Compliance with a legal obligation** (Article 6(1)(c))
- **Legitimate interests** (Article 6(1)(f))
- **Consent** (Article 6(1)(a)), where required.

Where processing is based on legitimate interests, we ensure that those interests are balanced against your rights and freedoms.

5. Cookies and Similar Technologies

Our website uses cookies and similar technologies to:

- ensure the website functions properly;
- remember your preferences;



- analyse website traffic;
- improve website performance;
- provide optional marketing features where consent has been obtained.

Non-essential cookies will only be placed after you have provided your consent through our cookie banner.

You may change or withdraw your cookie preferences at any time through our cookie settings.

For more information, please see our Cookie Policy.

6. Marketing Communications

If you subscribe to our newsletter or consent to receiving marketing communications, we may send you updates about:

- webinars;
- events;
- services;
- news;
- special offers.

You may withdraw your consent at any time by:

- clicking the unsubscribe link in any email;
- contacting us directly.

Withdrawal of consent does not affect the lawfulness of processing before consent was withdrawn.

7. Sharing Personal Data

We only share personal data where necessary.



Recipients may include:

- payment processors;
- webinar and video conferencing platforms;
- cloud hosting providers;
- website hosting providers;
- email service providers;
- analytics providers;
- IT support providers;
- professional advisers;
- public authorities where legally required.

All third-party processors are required to protect your data and process it only in accordance with our instructions.

We do not sell your personal data.

8. International Transfers

Where personal data is transferred outside the European Economic Area (EEA), we ensure appropriate safeguards are in place, including where applicable:

- European Commission Adequacy Decisions;
 - Standard Contractual Clauses (SCCs);
 - other lawful transfer mechanisms recognised under the GDPR.
-

9. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes described in this Privacy Policy or to comply with legal obligations.

Typical retention periods include:

- Customer enquiries: up to 24 months



- Event registrations: up to 6 years (or longer if required by law)
- Accounting records: as required by applicable tax and accounting legislation
- Marketing records: until consent is withdrawn or the information is no longer required
- Website analytics: according to the retention settings of the analytics provider

When personal data is no longer required, it will be securely deleted or anonymised.

10. Security

We implement appropriate technical and organisational measures to protect personal data against:

- unauthorised access;
- accidental loss;
- destruction;
- misuse;
- alteration;
- disclosure.

Although we take reasonable steps to protect personal data, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

11. Your Rights

Subject to applicable law, you have the right to:

- access your personal data;
- correct inaccurate or incomplete data;
- request deletion of your data;
- restrict processing;
- object to processing based on legitimate interests;
- receive your data in a portable format where applicable;
- withdraw consent at any time;



- object to direct marketing;
- lodge a complaint with your national data protection supervisory authority.

Requests can be submitted using the contact details provided above.

We will normally respond within one month.

12. Children's Privacy

Our website and services are not intended for individuals under the age of 16 unless specifically stated.

We do not knowingly collect personal data from children without appropriate parental or guardian consent where required by law.

13. Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites. We encourage you to read their privacy policies before providing personal information.

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements, technology, or our business practices.

The updated version will be published on this page together with the revised "Last Updated" date.



Where required by law, we will notify users of material changes.

15. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact:

The Menopause Club

Email: info@menopauseclub.org

Postal Address: Moestuinlaan 51, 1036 KD Amsterdam, The Netherlands

16. Complaints

If you believe your personal data has been processed unlawfully, you have the right to lodge a complaint with your national data protection supervisory authority.

You may also contact us first, and we will do our best to resolve your concerns promptly.