

Your Inner Ground

yourinnerground.com

Legal Policies

Website Disclaimer · Cookie Policy · Privacy Notice

Last Updated: May 2026

This document contains three separate but related legal policies for “yourinnerground.com”, owned and operated by Michelle Maukner. Please read each section carefully. By accessing and using our Website, you confirm that you have read and agree to be bound by each of these policies, as well as our Website Terms of Use document.

For any questions relating to any of these policies, please contact us at yourinnerground@gmail.com.

Website Disclaimer

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The website yourinnerground.com ("the Website") is owned and operated by Michelle Maukner, her officers, employees or agents ("we", "our", "us").

Please read the Terms of Use and Privacy Notice displayed on this Website before using it. By accessing, visiting and/or using our Website you are accepting the terms of this Disclaimer as well as the terms contained within the Terms of Use and Privacy Notice and agree to be bound by them.

For the purposes of this Disclaimer, the definition of Website shall include our other online platforms and social media channels.

We reserve the right to make changes or revisions to this Disclaimer or our Website without notice. The content of this Website is protected by copyright. No portion of this Website may be copied or replicated in any form without our express written consent.

Any queries concerning the content of this Disclaimer should be addressed to:
yourinnerground@gmail.com

Website Use

1. By accessing this Website, you agree that you are 18 years or older and have the mental and legal capacity to enter into and abide by the terms of this Disclaimer.
2. The information contained within this Website is for general information and/or educational purposes only. Whilst every endeavour is made to keep the information up-to-date and correct, no representations of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the Website or the information contained therein, or its products or services for any purpose, are made and all warranties are excluded to the fullest extent permitted by law.
3. Any reliance you place on any information relating to nervous system regulation, somatic practices, wellbeing or personal development provided on our Website is strictly at your own risk and you must take full responsibility for any consequences or effects your use of any information may have on your health or your body. We are not registered health or medical practitioners and we do not provide any medical advice or undertake any assessment of your health or physical condition. In no event will we be liable for any loss or damage, whether direct or indirect, arising out of, or in connection with, the use of the Website and the information or contents therein, or any products or services purchased therefrom. Professional or specialist advice should always be obtained before taking any action relating to your health or wellbeing.
4. By agreeing to opt-in to receive content distributed by us, or by accessing our Website, you accept that nothing on the Website or distributed via email is intended to take the place of a personal consultation with us concerning your specific nervous system regulation, somatic, or personal development related issue.
5. By using the Website, you accept that any access to the Website and use of any content or information contained therein, or links to any third-party sites or resources, is done wholly at your own risk.
6. By using the Website and accessing the information and content contained therein you agree to fully indemnify us, our agents, or other parties associated with us, from any causes of action, damages, losses, costs or expenses howsoever incurred as a result of your use of our Website.
7. Through the Website you may be able to link to other Websites and resources which are not under our control. We have no control over the nature, content, and availability of those sites.

The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

8. Every effort is made to keep our Website up and running smoothly. However, we take no responsibility for, and will not be liable for, the Website being unavailable due to technical issues beyond our control.

9. We will attempt to monitor comments and posts made by third parties and users as often as possible and shall deal with anything objectionable or offensive in the manner that we deem appropriate and in reasonable time. We shall not be held responsible for material posted by a third party outside of our control. Should you see anything objectionable or offensive posted by a third party, you agree to notify us as soon as practicable and to not take any action against us based upon that third-party content.

10. We do not assume any liability for any use of the Website whether arising in contract, tort (including negligence), breach of statutory duty, or otherwise, for any:

10.1 Loss of profits;

10.2 Loss of sales or business;

10.3 Loss of agreements or contracts;

10.4 Loss of anticipated savings;

10.5 Loss of use or corruption of software, data or information;

10.6 Loss or damage to goodwill;

10.7 Any indirect or consequential loss.

11. Nothing in this Disclaimer or in our Website Terms of Use shall exclude or limit our liability for:

11.1 Death or personal injury caused by negligence;

11.2 Fraud or misrepresentation;

11.3 Any liability which cannot be excluded or limited under law.

12. No liability is accepted for any claim arising from your reliance upon or use of any of the information or content provided via the Website or by email, whether or not payment is made for the use of that content or information, or use of, or reliance upon any products or services purchased or provided.

13. No liability is accepted for any damages incurred as a result of your reliance or use of information contained within the Website or provided by email which is written by a third party, whether endorsed by us or not. Use or reliance upon that information is strictly at your own risk.

14. Where testimonials are used within the Website or in emails, these testimonials are not to be considered as a guarantee that you will experience the same or similar results or experience.

15. If any provision or part-provision of this Disclaimer, our Website Terms of Use and/or our Privacy Notice is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision shall not affect the validity and enforceability of the rest of these documents.

16. Your use of the Website constitutes full and complete acceptance and agreement to this Disclaimer and the Terms of Use and Privacy Notice referred to above and displayed on the Website.

17. This Disclaimer along with the Terms of Use and Privacy Notice shall be governed and construed in accordance with the laws of England and Wales and by your use of the Website you agree to the non-exclusive jurisdiction of those Courts.

Cookie Policy

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What is a Cookie?

A cookie is a small file of data stored on your computer or mobile device. It collects and records information about how you use our Website such as the particular web pages you visit and the information you access. Cookies can also be used to collect details such as your Internet service provider, operating system, browser type and to analyse traffic as well as for advertising and marketing purposes.

You have control over what cookies you accept. You can choose to block all cookies and you are also able to delete all cookies from your browser. You can make your choices by altering your browser settings. You should be aware that if you alter your browser settings to block or delete cookies then you may not be able to access certain areas or features of our Website and some parts of the site may not display correctly.

How Do We Use Cookies?

We use cookies along with other similar tracking technologies to recognise you when you visit our Website and to record how you use our Website. This helps us to understand your user experience and to improve our Website, our products, and our services.

What Cookies Do We Use?

We use First-party and Third-party cookies. First-party cookies are cookies which are directly placed by us and are used only by us. These may include:

- Session cookies — a temporary cookie which is not stored once your browser is closed. These cookies are typically used to support your use of our site but without personally identifying you or collecting any of your personal data.
- Persistent cookies — stored once your browser is closed and used to enhance your use and experience of our site.
- Strictly necessary cookies — essential for the operation of our Website and used where necessary for us to provide you with the products or services that you may require.
- Experience cookies — provide us with information to monitor the user experience and performance of our site and optimise our pages. The data collected by these cookies is anonymous.
- Marketing and promotional cookies — record your use of our site including the pages you have visited and any links you may have followed. We use these cookies to make any promotions, marketing or advertising more relevant and valuable to you.
- Functionality cookies — record the choices you make while using our Website and may record the products, services or videos you access. The data collected by these cookies is anonymous.

Third-party cookies are those placed by websites, services and/or parties other than us. These may include platforms such as Google Analytics, Flodesk, and Meta (Facebook/Instagram). We have no direct control over these cookies and recommend reviewing the privacy and cookie policies of those platforms directly.

Managing Your Cookie Preferences

It is recommended that you keep your internet browser and your operating system up to date and that you consult the help and guidance of a professional or the manufacturer of your computer or device if you have any questions or are unsure about your privacy settings.

Privacy Notice

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This Privacy Notice sets out the details of how Michelle Maukner trading as Your Inner Ground ("we", "us", "our") as data controller, collects and processes your personal data obtained directly from you, or through our website located at yourinnerground.com, or our other online platforms and social media channels which, for the purposes of this Privacy Notice, shall be collectively referred to as ("the Website").

For the purposes of this Privacy Notice, personal data shall mean any information that can be used to identify an individual whether directly or indirectly ("Personal Data").

Please read through the content of this Privacy Notice carefully and ensure that you understand it. If you do not understand or do not agree with it then you must stop using the Website and/or accessing our other online platforms immediately. If you have already provided us with any Personal Data, please contact us immediately.

By accessing the Website and providing us with your Personal Data you are warranting that you are over 18 years of age. This Website is not intended to be used by anyone under the age of 18.

If you have any questions about this Privacy Notice or require more information concerning our privacy and data protection practices, please contact us at [your contact email].

What Personal Data Do We Process, Why Do We Process It, and How Do We Collect It?

We may process Personal Data that you provide to us by subscribing to a newsletter or email list, requesting information through a contact form, booking a session, enrolling in a programme, or by any other communication via email, text or through our Website.

We may also process your Personal Data through the use of cookies or other tracking software on our Website. Please refer to our Cookie Policy above for further information.

We may also process Personal Data received from third parties such as Google (analytics), Meta/Facebook and Instagram (advertising and analytics), Flodesk (email marketing), Stripe (payment processing), Zoom (session delivery), Skool (programme hosting), and Fathom (session summaries).

When we process your Personal Data we will comply with relevant data protection laws and principles such as the UK General Data Protection Regulation ("UK GDPR") and the Data

Protection Act 2018, which means that your data will be used lawfully, fairly and in a transparent way, kept securely and only for as long as necessary for the purposes we have told you about.

We shall only collect and process your Personal Data for purposes that are clearly outlined prior to you providing us with your data, or for a legitimate reason. Whenever we process your Personal Data we do so on the basis of a lawful condition, either because you have given your consent, we are under a contractual or legal obligation, or it is in our legitimate interests to do so.

We do not carry out automated decision making or any type of automated profiling.

The types of Personal Data which we process will vary depending on your circumstances but typically include:

Personal Information:

Which may include your name, email address, phone number, correspondence address and IP address. We process this data for the purposes of communicating with you and keeping our records on the lawful grounds of legitimate interest.

Customer or Client Information:

Should you purchase goods and/or services from us then we may process information in connection with your purchase and the supply of that purchase, as well as keeping appropriate records. Such information may include your Personal Information, billing address, and payment details processed securely through Stripe. We process this on contractual grounds.

User Information:

This may include comments or statements made via our Website, online platforms or social media channels, and information concerning your use of our Website such as browser information, page views, pages visited and number of visits. We process this information to analyse and monitor usage of our Website and other platforms, to support our administration and record keeping requirements, and to maintain security of our systems on legitimate interest grounds.

Promotional Information:

This may include information you provide in connection with any promotions, marketing, or advertising from us. We use this information to provide relevant offers, opt-in resources, masterclass access, and other free resources, and to monitor our promotional activity on legitimate interest grounds.

Session and Programme Information:

Should you engage in 1:1 or group coaching with us, we may process information relating to your session activity. Sessions are conducted via Zoom and may be recorded with your consent. Session summaries may be generated using Fathom AI. Group programme content and

community activity is hosted on Skool. We process this information on contractual grounds and/or with your explicit consent.

Special Category Data

We do not formally collect special category data about you. This is data relating to your health, race or ethnicity, political opinion, religious or philosophical beliefs, trade union membership, genetics, biometrics, sex life or sexual orientation. We do not process any data relating to criminal offences and convictions.

Please note that in the context of nervous system regulation and somatic coaching, you may choose to share personal or sensitive information voluntarily during sessions or within our community. Any such information is treated with the utmost care and confidentiality and will never be shared without your explicit consent.

Session Recording and AI Tools

Coaching sessions conducted via Zoom may be recorded. By booking a session or enrolling in a programme, you consent to your session being recorded. We may use Fathom AI to generate session summaries and notes, you will be informed before this tool is active in any session.

1:1 session recordings are shared with the client for personal use only. Group session recordings are made available within the Skool community to enrolled members only. Recordings and AI-generated summaries must not be shared, reproduced, or published without our prior written consent.

If you do not wish to be recorded or have Fathom active during a session, please notify us in advance.

Disclosure of Personal Data

We may use the following external service providers to support our business and may share your Personal Data with those third parties:

- Flodesk — email marketing and list management
- Stripe — payment processing
- Zoom — video session delivery
- Skool — group programme and community hosting
- Fathom — AI session notes and summaries
- Google — analytics and business operations

- Meta (Facebook / Instagram) — advertising and analytics
- Scheduling platform — appointment booking

We understand that all of these third parties have appropriate technical and security processes in place to protect your data.

We may also share your Personal Data: where it is necessary for external service providers engaged by us to assist in the provision of services; where it is required by our professional support teams; where we are required by a government body or legal obligation or to protect our rights; or where it is required in connection with the sale or purchase of any business or assets.

We agree not to share your Personal Data with any third party for that third party's own marketing purposes unless we have obtained your consent to do so.

Transfer of Personal Data

Our Website is located within the United Kingdom and your data will be processed primarily in the United Kingdom in accordance with the UK GDPR and the Data Protection Act 2018.

We use a number of third-party service providers based outside the UK and EEA, including in the United States. Where your data is transferred outside of the UK and EEA by our third-party service providers, we understand that they comply with the following standards:

- Flodesk — complies with applicable data protection laws and implements standard contractual clauses for international data transfers;
- Stripe — is certified under EU Standard Contractual Clauses and Binding Corporate Rules;
- Zoom — complies with EU Standard Contractual Clauses for international data transfers;
- Skool — operates in accordance with applicable data protection standards;
- Fathom — operates in accordance with applicable data protection standards;
- Google — complies with the UK GDPR and implements Standard Contractual Clauses;
- Meta (Facebook / Instagram) — complies with UK GDPR and applicable international transfer mechanisms.

Where we transfer Personal Data to parties outside of the UK/EEA we will ensure that at least one of the following conditions is met: you have given your express consent; the country has an approved adequate level of protection for personal data; it is legally required; or it is authorised by the relevant data protection authority.

Data Security

We take the protection of your Personal Data seriously and have taken suitable and reasonable steps to protect the Personal Data we hold from misuse, loss, unauthorised access, and any modification or disclosure. We limit access to your Personal Data to those who have a business need to know and require them to keep it confidential.

If you are submitting Personal Data over the internet that you wish to remain private, please note that while attempts are made to secure information transmitted to this site, there are inherent risks in transmitting information across the internet. Please contact us if you would prefer to submit your Personal Data through alternative means.

Data Retention

We will not keep your Personal Data for longer than is required with regard to the purpose for which it was collected, including any legal or record keeping requirements. We will take reasonable steps to destroy or permanently de-identify your Personal Data when it is no longer required.

As a general guide: client records are retained for a minimum of 3 years following the end of a coaching relationship; email subscriber data is retained until you unsubscribe or request deletion; payment records are retained as required by applicable tax and accounting law; session recordings are retained for a reasonable period and deleted when no longer required.

Your Rights in Relation to the Data We Hold

You have rights in relation to your Personal Data. These include the right to access and receive a copy of your Personal Data, to ask us to correct any errors, to erase your Personal Data, to restrict or object to how your information is processed. You can find out more about your rights by visiting the Information Commissioner's Office at <https://ico.org.uk/your-data-matters/>

To ensure the information we hold about you remains accurate, please contact us at [your contact email] if at any time your personal details change. Where you have provided your consent for us to process your Personal Data you can withdraw that consent at any time by contacting us at the above email address.

If you are not happy with how we process your Personal Data you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

Marketing Communications

In accordance with the Privacy and Electronic Communications Regulations (PECR), we may send you relevant marketing information if you have ever purchased or enquired about our products or services and, at the time of your purchase or enquiry, you agreed to receive advertising or marketing information from us, and you have not opted out from receiving that information.

Where we contact you through email, we shall ensure that our emails clearly display the location of the sender and include clear options for you to opt out. You may unsubscribe at any time by clicking the unsubscribe link in any email or by contacting us directly at yourinnerground@gmail.com.

Links to Other Sites

The Website may contain links to other sites. We are not responsible for the privacy practices of those websites and have no knowledge of whether cookies or other tracking devices are used on any such linked sites. If you have any concerns regarding the privacy of your information you should ensure you are aware of the privacy policies of those sites before disclosing any personal information.

Changes to This Privacy Notice

We reserve the right to alter or amend this Privacy Notice without any prior notice to you. Should our Privacy Notice be altered, the updated version will be posted on the Website. Your first use of our Website after the date of any amendments will constitute your acceptance of such changes. We recommend you review this Privacy Notice regularly to keep informed of any changes.