

Privacy Policy

Our contact details

Name: Vicky Howard

E-mail: hello@vickyannecoaching.com

This policy is effective from 2nd February 2024

The type of personal information we collect

We currently collect and process the following information:

- Name
- Contact information such as email addresses and telephone numbers
- Demographic information such as postcode, preferences and interests
- Occupation
- Date of Birth
- Client Reference Numbers
- Information relevant to client surveys and/or reviews
- Health information relevant to the service provided

How we get the personal information and why we have it

Any or all of the personal information we process is provided to us directly by you in a number of ways, for example:

- when you contact us through by telephone, post, e-mail or through any other means;
- when you complete surveys that we use for research purposes (although you are not obliged to respond to them);
- when you enter a competition or promotion through a social media channel;
- when you elect to receive marketing communications from us;
- when you use our services;

in each case, in accordance with this privacy policy.

Any or all of the above personal information may be required by us from time to time in order to provide you with the best possible service and experience. Specifically, personal information may be used by us for the following reasons:

- internal record keeping;

- improvement of our products and services;
- transmission by email of marketing materials that may be of interest to you;
- occasional contact for market research purposes which may be done using email or telephone;

in each case, in accordance with this privacy policy.

For the delivery of direct marketing to you via e-mail, we'll need your consent, whether via an opt-in or soft-opt-in:

- a. soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under "soft opt-in" consent, we will take your consent as given unless you opt-out.
- b. for other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide.
- c. if you are not satisfied with our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed "Your data protection rights" below.

Use of information we collect through automated systems when you visit our website

Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

We use cookies in the following ways:

- to track how you use our website

- to record whether you have seen specific messages we display on our website
- to keep you signed in our site
- to record your answers to surveys and questionnaires on our site while you complete them

Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location (limited to town/city), your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, in exceptional circumstances, this data possibly could be used to identify you personally. Where this occurs, your data will be treated in confidence as per the information in this Privacy Policy.

Who we share personal information with

We may share this information with the following groups of people for the following reasons:

- third party service providers who provide services for us which require the processing of personal information
- to help third party service providers in receipt of any shared personal information to perform functions on our behalf to ensure the service runs smoothly.

The categories of third parties we may share personal information with are as follows:

- Communication and Collaboration tools;
- Data Storage Service Providers;
- Payment Processors;
- Sales and Marketing Tools;

in each case, in accordance with this privacy policy.

What legal bases do we rely on to process your information?

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

Your consent

We may process your information if you have given us permission (consent) to use your personal information for a specific purpose.

You are able to remove your consent at any time. You can do this by contacting us at hello@vickyannecoaching.com

How we store your personal information

We will use technical and organisational measures to safeguard your personal information, for example:

- All devices used to store personal information are encrypted and password protected;
- All personal information is stored within secure software and cloud-based services;
- All hard copies of personal information are stored in a lockable filing cabinet.

How long we will keep your information for

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, or until you request that your personal information is deleted, unless a longer retention period is required or permitted by law.

When we have no ongoing business need to process your personal information we will then dispose of this information by deleting all files and back up files that we hold about you. All hard copies of documents will be securely shredded and disposed of.

Your data protection rights

Under data protection law, you have rights. These may include:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate.

You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at hello@vickyannecoaching.com if you wish to make a request.

Use of site by children

If you are under 18 you may use our website only with consent from a parent or guardian.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@vickyannecoaching.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>