

Privacy Notice:

1. About me:

I am a sole trader providing coaching to individuals and organisations and trade as Penny Aspden Coaching www.pennyaspdencoaching.com

2. What is the purpose of this notice?

This notice is designed to help you understand the information I collect in connection with coaching and how I will process and use this information. In the course of providing coaching, I will collect and process information that is commonly known as personal data.

This notice

describes how I collect, use, share, retain and safeguard personal data and sets out your individual rights to know what data is held about you, how this data is processed and how you can place restrictions on the use of your data.

3. What is personal data?

Personal data is information relating to an identified or identifiable natural person. Examples include an individual's name, age, address, date of birth, gender and contact details. Personal data may contain information which is known as special categories of (sensitive) personal data – relating to and not limited to an individual's health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data or data relating to sexual orientation. Personal data may also contain data relating to criminal convictions and offences.

4. What personal data do I collect?

For me to provide coaching to you I may collect and process personal data about you. You may provide me with personal data when booking an introductory coaching call, when booking a coaching session, or by email. You may also provide personal data during an introductory coaching session, or during a coaching session. I will also collect personal data when you book an introductory coaching call or coaching session through my website.

If you visit my website www.pennyaspdencoaching.com I may collect your personal data through your unique online electronic identifier. (This is commonly known as an IP address.)

I will collect electronic personal data when you visit my website where I will place a small text file that is commonly known as a cookie on your computer. Cookies are used to identify visitors and to monitor visitor behaviour when viewing website content, navigating my

website and when using features. Where I collect data directly from you I am the data controller. Where I use third parties to process your data, these parties are known as processors of your personal data. A data “controller” means the individual or organisation which, alone or jointly with others, determines the purposes and means of the processing of personal data. A data “processor” means the individual or organisation which processes personal data on behalf of the controller.

As the data controller I may process the following categories of data:

- Personal data such as your name, employer’s name, business name, mail address, email address, mobile phone number, home address, business address and other contact details.
- Special categories of sensitive personal data such as an individual’s health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data or data relating to sexual orientation.

If you object to the collection and use of your personal data I may be unable to provide you with coaching services.

For the purposes of meeting the Data Protection Act 2018 territorial scope requirements, the United Kingdom is identified as the named territory where the processing of personal data takes place. If you require more information about how I collect personal data and with whom I share data, please contact me by email – pennyaspdencoaching@gmail.com

5. Why do I need your personal data?

I need your personal data to be able to offer, quote, provide, invoice and seek feedback for coaching services. If you contact me to enquire about coaching or to discuss providing coaching to you or others, or I deliver coaching to you, I consider that I have a legitimate business interest to provide you with information about future coaching services that I may offer. You may request to be withdrawn from any promotional or marketing emails or other contacts from me at any time by emailing pennyaspdencoaching@gmail.com Please note, I will not share your personal data with third-parties for marketing purposes.

6. Data Security:

I have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Access to your personal data is limited to me and any third parties who have a business need to know such data. I have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where I am legally required to do so.

7. Data Retention:

I retain client personal data for 7 years from the date of the end of any contractual agreement. Where you contact me about coaching services, but I do not provide a coaching service to you I retain your personal data for a period of 18 months. I will comply with any legal requirements when retaining this data. Please contact me by email at pennyaspdencoaching@gmail.com if you object to the use of, or you have any questions relating to the use of, or retention, of your personal data.

8. Your rights:

You are provided with legal rights governing the use of their personal data. These grant individuals the right to understand what personal data relating to them is held, for what purpose, how it is collected and used, with whom it is shared, where it is located, to object to its processing, to have the data corrected if inaccurate, to take copies of the data and to place restrictions on its processing. Individuals can also request the deletion of their personal data.

These rights are known as Individual Rights under the Data Protection Act 2018.

The following list details these rights:

- The right to be informed about the personal data being processed;
- The right of access to your personal data;
- The right to object to the processing of your personal data;
- The right to restrict the processing of your personal data;
- The right to rectification of your personal data;
- The right to erasure of your personal data;
- The right to data portability (to receive an electronic copy of your personal data);

Individuals can exercise their individual rights at any time. As mandated by law I will not charge a fee to process these requests, however if your request is considered to be repetitive, wholly unfounded and/or excessive, I am entitled to charge a reasonable administration fee.

You should understand that when exercising your rights, a substantial public or vital interest may take precedence over any request you make. In addition, where these interests apply, I am required by law to grant access to this data for law enforcement, legal and/or health related matters.

If you require further information on your individual rights or wish to exercise them, please contact me via pennyaspdencoaching@gmail.com. I will take all appropriate steps to protect the confidentiality, integrity, availability and authenticity of your data.

9. Complaints:

If you are dissatisfied with any aspect of the way in which I process your personal data please contact me at pennyaspdencoaching@gmail.com. You also have the right to complain to the UK's data protection supervisory authority, the Information Commissioner's Office (ICO). The ICO may be contacted via its website which is <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.