

Ian Clubleby Coaching is committed to protecting and respecting your privacy.

This policy explains when and why personal information is collected about you, how it is used, the conditions under which it may be disclose to others, how it is kept safe and secure and your rights and choices in relation to your information.

Any questions regarding this policy and privacy practices should be sent by email to ian@icbusinesscoach.co.uk. Alternatively, you can telephone 07751 404331.

Ian Clubleby Coaching provides support to business and education professionals in order to improve their performance.

What type of information is collected from you?

The personal information collected, stored and used may include:

- your name;
- contact details (including postal address, email address and telephone number);
- your date of birth;
- your occupation;
- your bank or credit card details;
- information that is shared throughout a coaching programme where notes are recorded for the benefit of supporting your ongoing development.

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion.

Sensitive data is not usually collected unless it is information that is shared by you and recorded as part of the coaching process. You have the right to request that notes are not recorded in relation to a particular point.

How and why is your information used?

Your information may be used for several different purposes, which may include:

- providing you with the services, products or information you asked for;

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- processing orders that you have submitted;
- carrying out obligations under any contract entered into between you and Ian Clubley Coaching;
- keeping a record of your relationship with Ian Clubley Coaching;
- conducting analysis and market research to better understand how to improve services, products or information;
- seeking your views or comments on the services provided;
- notifying you of changes to the services offered;
- sending you communications which you have requested and that may be of interest to you. These may include promotions of goods and services, information about events or campaigns.

How is your information stored?

Your information is stored either electronically, in hard copy, or both. An electronic copy is held on a desktop computer that requires a combination of PIN number and face recognition in order to gain access. Hard copies of data are stored in a cabinet with a combination lock mechanism. This cabinet also stores a back-up electronic copy held on a portable Hard Disk Drive.

How long is your information kept for?

Your information is retained for no longer than is necessary and only for the purposes it was collected for. The length of time your personal information is retained for is determined by operational and legal considerations. For example, there is a legal requirement to hold some types of information according to the General Conditions & Exclusions section of the Insurance Company providing cover for the business that you engage with as a client of Ian Clubley Coaching.

The retention period is reviewed annually.

Who has access to your information?

No information is sold or rented to third parties.

No information is shared with third parties for marketing purposes.

Your rights

You have a right to request access to the personal data held about you.

You also have the right to request a copy of the information held about you, and this will be provided unless legal exceptions apply.

If you want to access your information, please send a description of the information you would like to see to: ian@icbusinesscoach.co.uk.

You have the right to have inaccurate or incomplete information held about you corrected. If you change email address, or if you believe any of the other information

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held is inaccurate or out of date, please make contact via email or post. Alternatively, you can telephone 07751 404331.

You have a right to ask for the processing of some, or all, of your personal information to be restricted if there is a disagreement about its accuracy, or where it cannot be used lawfully.

You may ask to have some, or all, of your personal information deleted and this will be complied with so far as there is a requirement to do so.

You have the right to object to the processing of personal information where it is being used (1) based on legitimate interests, (2) for direct marketing or (3) for statistical/research purposes.

If you wish to exercise any of the above rights, please email ian@icbusinesscoach.uk. Requests will be responded to fully within 14 days of receipt of your request and you will be contacted in the event of any delay.

Changes to this Privacy Notice

Any changes made to this policy will be posted on this website. Please check this page occasionally to ensure that you are satisfied with any changes.

Privacy Notice Agreed: 31 January 2019

Privacy Notice Review: 21 May 2021