

---

# PRIVACY & COOKIES POLICY

---

## Contact details

Name: Clare Sutton Coaching

Number: 07875382665

Email: hello@claresuttoncoaching.com

Website: claresuttoncoaching.com

Privacy Notice as of: 2nd November 2022

## What kind of personal information do we collect?

- Your name
- Your contact information including your email address and phone number
- Records of payment

## How do we collect the personal information and why do we collect it?

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To be able to communicate with you about your coaching service, and the delivery of this.
- To create a contract for the coaching relationship
- To offer you the best quality coaching services
- To hold records of payment for legal purposes (e.g. tax returns)

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

- We have a contractual obligation.
- We have a legal obligation.
- Your consent.
- We have a legitimate interest.

## How do we store your personal information?

Your information is securely stored. For records of payment, including invoices and receipts, this is stored for seven years. Other records are stored for a maximum of two years from last contact

After these time periods all electronic information and any back-up copies will be securely deleted, and any paperwork will be shredded.

## Third parties

We use 3rd party services for the process of working with you, and your data may be shared with them in order to go about our business. We use unique passwords, and two factor authentication where available.

Where possible we select UK or EEA-based data storage centres.

- We use Google Workspace for email, managing contacts and calendar invitations. [Read Google's data privacy policy.](#)
- We use Calendly for scheduling appointments. [Read Calendly's privacy policy.](#)
- We may also contact you via Whatsapp. [Read Whatsapp's data policy.](#)
- We use Zoom for meetings, coaching calls and discovery calls. [Read Zoom's data privacy policy.](#)
- We use Microsoft One Drive for storing documents. [Read Microsoft's privacy policy.](#)
- We use Stripe to take payments. This means we share the data you share with us with Stripe's service. We never see your full payment details. [Read Stripe's data privacy policy.](#)
- We bank with Mettle. [Read Mettle data privacy policy.](#)

## Cookies

The Squarespace website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit [The cookies Squarespace uses.](#)

These functional and required cookies are always used, which allow Squarespace, our hosting platform, to securely serve this website to you.

These analytics and performance cookies are used on this website, as described below, only when you acknowledge our cookie banner. The Squarespace website uses analytics and performance cookies to view site traffic, activity, and other data.

## Your data protection rights

Under data protection law, you have rights including:

- **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@claresuttoncoaching.com](mailto:hello@claresuttoncoaching.com) if you wish to make a request.

### **Liability**

We agree to take reasonable measures to protect your data in accordance with applicable laws.

### **Data Breaches**

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

### **Contact us**

Please e-mail any questions or comments you have about privacy to us at [hello@claresuttoncoaching.com](mailto:hello@claresuttoncoaching.com)

### **Your right to make a complaint**

For more information about your rights, visit the Information Commissioners Office's (ICO) website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

You have the right to make a complaint about how we process your personal data to the Information Commissioner: <https://ico.org.uk/concerns/>

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

**Last Policy Review Date: 03/11/2022**