

# Caroline Pett Coaching Privacy Policy

## **Our contact details**

Name: Caroline Pett

Address: Kilchoman, Armathwaite, Carlisle CA4 9PF

Phone Number: 07708700877

E-mail: [caroline@carolinepett.com](mailto:caroline@carolinepett.com)

Website: <https://carolinepett.com>

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Personal information for those clients who book one to one sessions, as agreed by submitting the consultation form.
- E-mail address if so agreed by entering into the information form.

## **How we get the personal information and why we have it**

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

- You have asked to join the mailing list or receive access to an online resource
- You are providing personal information prior to a one to one or group session.

We use the information that you have given us in order to

- To keep you up to date with information about our business via the newsletter
- To enable us to give you a safe and productive coaching session.

We may share this information with your designated emergency contact or your GP if you are found to be at risk of harm to yourself or others. Where possible, the intention to do this will be explicitly expressed to you beforehand.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are: **[delete as appropriate]**

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [caroline@carolinepett.com](mailto:caroline@carolinepett.com)**

**(b) We have a vital interest.**

**(c) We have a legitimate interest.**

## **How we store your personal information**

Your information is securely stored.

We keep personal information for up to 6 years. We will then dispose your information by removing it from our database.

## **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 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 [caroline@carolinepett.com](mailto:caroline@carolinepett.com) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [caroline@carolinepett.com](mailto:caroline@carolinepett.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>