



Enkindle Lifecoaching Privacy Policy 2018

1. INTRODUCTION

This privacy notice provides you with details of how we collect and process your personal data through your use of our site www.enkindlelifecoaching.com including any information you may provide through our site or through email request when you purchase a product or service, sign up to our newsletter or take part in a prize draw or competition. By providing us with your data, you warrant to us that you are over 18 years of age. Nicola Arnold is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

Contact Details

Our full details are:

Full name of legal entity: **EnkindleLifecoaching**

Email address: enkindlelifecoaching@gmail.com

Postal address: **Scafell, 27 Randolph Drive, Southwood, Farnborough, Hampshire, GU14 0QQ**

Telephone number: **07990 975252**

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you. It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at enkindlelifecoaching@gmail.com

2. WHAT DATA DO WE COLLECT ABOUT YOU

Personal data means any information capable of identifying an individual. It does not include anonymised data. We may process certain types of personal data about you as follows:

- Identity Data may include your first name, last name, username
- Contact Data may include your billing address, email address and telephone numbers and Skype handle.
- Financial Data may include your bank account and payment card details and dates of payments.

3. HOW WE COLLECT YOUR PERSONAL DATA

At Enkindle I take your privacy seriously, and in accordance with the General Data Protection Regulation (GDPR) introduced on 25th May 2018 and the International Coaching Federation (ICF) Code of Ethics. I will be asking you for personal data about you as part of the contracting stage of working with me in order to provide you with the service. I must have a legal basis for collecting this data, and there are six lawful bases of which we will commit to the following:



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1. Consent:

You (or as a parent/guardian on behalf of any child under the age of 18) have agreed that I can process data about you i.e. I ask permission for you to send me your completed discovery template, to capture your name, email address and the coaching time we have spent together for my credential log for the ICF.

You can withdraw consent at any time. Other consents we may ask for will be for live videos recorded as part of group programmes to be posted on social media – as discussed as part of the programme terms and conditions. At anytime you can withdraw consent.

2. Contract:

Data processing is needed to complete a contractual agreement. This will be for the contracts I have my coaching clients.

3. Legal obligations:

I am required to process the information. I.e. for my credential log for the ICF – I collect this on my 'Coaching log'.

4. Vital interests:

In the interests of safety of your life

5. Legitimate interests:

To provide a high-quality service, you have good reason to ask for the information and process the data.

6. Public task:

Processing Data is in the public interest. I have no need to process data for this reason. I am unlikely to collect data for this reason.

We collect data about you through a variety of different methods including:

- Direct interactions: You may provide data by filling in forms on our site (or otherwise) or by communicating with us by phone, email or otherwise, including when you:
 - order our products or services;
 - subscribe to our service or publications;
 - request resources or marketing be sent to you;
 - enter a competition, prize draw, promotion or survey; or
 - give us feedback.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when legally permitted. The most common uses of your personal data are:

- You (or as a parent/guardian on behalf of any child under the age of 18) have agreed permission for you to send me your completed discovery template, to capture your name, email address and the coaching time we have spent together for my credential log for the International Coaching Federation (ICF). You can withdraw consent at any time.
- Other consents we may ask for will be for live videos recorded as part of group programmes to be posted on social media – as discussed as part of the programme terms and conditions. At anytime you can withdraw consent.



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5. DISCLOSURES OF YOUR PERSONAL DATA

We may have to share your personal data with the parties set out below for the purposes set out below:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
- Social media outlets whom we use to deliver relevant content and advertisements to you. E.g. Mailchimp, SurveyMonkey

6. DATA SECURITY

We 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.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

7. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

8. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

1. Request access to your personal data.
2. Request correction of your personal data.
3. Request erasure of your personal data.
4. Object to processing of your personal data.
5. Request restriction of processing your personal data.
6. Request transfer of your personal data.
7. Right to withdraw consent.

You can see more about these rights at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Please email me with any questions to: enkindlelifecoaching@gmail.com

9. COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.