

**COASTAL
COACHING**
CHANGE IS INEVITABLE.
PROGRESSION IS A CHOICE

Privacy Policy



Our contact details

Name: Sarah Wilson

Address: 22 Northway Road, Littlehampton BN17 7JX

Phone Number: 07714 472383

E-mail: info@coastalcoachingsussex.co.uk

Website: <https://coastalcoachingsussex.co.uk>

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (e.g. name, address, email address and telephone numbers)

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:

- Setting up invoicing
- Setting up the contract between the Coach and Client
- Contact between us relating to support and the coaching process

We also receive personal information directly, from the following source in the following scenarios:

- Bark.com if you have registered your details and are asking for contact to explore working with a professional for talking therapies

We use the information that you have given us in order to contact you to discuss your needs and may use your email address to send you updates or offers in relation to talking therapies in the future)

We may share this information with the police, mental health professionals or similar in the event that we believe you are at risk of harming yourself or others.

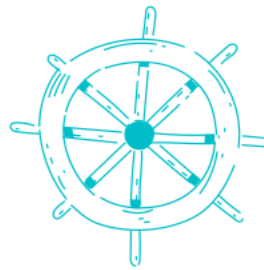
We may also share information with others but only with your consent and guidance.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@coastalcoachingsussex.co.uk

(b) We have a contractual obligation.

(c) We have a legitimate interest.



How we store your personal information

Your information is securely stored as follows:

- Hard copy case notes including data collected during initial telephone/face to face meetings/online meetings are kept securely at 22 Northway Rd, Littlehampton BN17 7JX and are not removed from this address unless we are meeting face to face, for the purposes of the meeting
- Email addresses within email platform which is secured and requires password or Face ID to access
- Home addresses within contract files on PC which are secure and requires password or Face ID to access

We keep:

- **hard case files** for one year following the last contact we had with you. We will then dispose your information by shredding the documents and disposing appropriately
- **Email addresses within email platform** until you opt out or after one year of contact, whichever is sooner
- **Home address within contract files on PC** for six years

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.

If you wish to make a request, please contact us at:

Address: 22 Northway Road, Littlehampton BN17 7JX

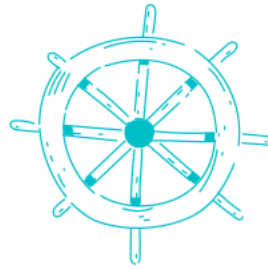
Phone Number: 07714 472383

E-mail: info@coastalcoachingsussex.co.uk

Website: <https://coastalcoachingsussex.co.uk>

Coastal Coaching Sussex Ltd. 22 Northway Road, Littlehampton, West Sussex. BN17 7JX

T: 07714 472383 E: info@coastalcoachingsussex.com W: www.coastalcoachingsussex.com



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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Address: 22 Northway Road, Littlehampton BN17 7JX

Phone Number: 07714 472383

E-mail: info@coastalcoachingsussex.co.uk

Website: <https://coastalcoachingsussex.co.uk>

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>