



## Privacy Notice

This is the privacy notice of Core Coaching Ltd. In this document, "we", "our", or "us" refer to Core Coaching Ltd. We are company number 6246665, registered in the UK. Our registered office is in Edinburgh, Scotland, UK.

## Introduction

This privacy notice aims to inform you about how we collect and process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information. It tells you about your privacy rights and how the law protects you.

We are committed to protecting your privacy and the confidentiality of your personal information. Our policy is not just an exercise in complying with the law, but a continuation of our respect for you and your personal information.

Our policy complies with the Data Protection Act 2018 (Act) accordingly incorporating the EU General Data Protection Regulation (GDPR). The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data. We do this now, by requesting that you read the information provided at <http://www.knowyourprivacyrights.org>. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

## Data we process

We may collect, use, store and transfer different kinds of personal data about you. We have collated these into groups as follows:

**Your identity** includes information such as first name, last name, title, and other identifiers that you may have provided at some time. Your contact information includes information such as email address, telephone numbers and any other information you have given to us for the purpose of communication or meeting.

**Technical data** includes your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

**Marketing data** includes your preferences in receiving marketing from us; communication preferences; responses and actions in relation to your use of our services.

We may aggregate **anonymous data** such as statistical or demographic data for any purpose. Anonymous data is data that does not identify you as an individual.

**Aggregated data** may be derived from your personal data but is not considered personal information in law because it does not reveal your identity. For example, we may aggregate profile data to assess interest in a product or service. However, if we combine or connect aggregated data with your personal information so that it can identify you in any way, we treat the combined data as personal information and it will be used in accordance with this privacy notice.

## **The basis on which we process information about you**

### **Information we process with your consent**

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, our products and services, you provide your consent to us to process information that may be personal information. Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent, or it can be reasonably assumed that your consent no longer exists. You may withdraw your consent at any time by instructing us at [Jane@core-coaching.co.uk](mailto:Jane@core-coaching.co.uk)

### **Information we process for the purposes of legitimate interests**

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would,
- in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of Core Coaching Ltd.
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage Core Coaching Ltd risk
- protecting your interests where we believe we have a duty to do so

### **Information we process because we have a legal obligation**

Sometimes, we must process your information in order to comply with a statutory obligation. For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

### **Communicating with us**

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high-quality service.

### **How do we store, use, share and disclose your site visitors' personal information?**

Core Coaching Ltd company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

### **Use of information we collect through automated systems when you visit our website**

#### **Cookies**

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely. Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

Core Coaching Ltd is hosted by Wix.com. This service uses cookies for analysing use of our website. You can view the privacy policy of this service provider at <https://www.wix.com/about/privacy>. Wix.com uses Google Analytics, a third party service, to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.

## **Your rights in your data**

You have the right (under GDPR) to be informed on how your data is used (as detailed in this policy). You have the right to request access to your data. You have the right to correct any data that we hold for you. Where you have consented to the use of your data, you have the right to withdraw consent. However, withdrawing consent will not affect what we did before the withdrawal.

If you would like to:

- access,
- correct,
- amend or
- delete any personal information we have about you, you are invited to contact us at [Jane@core-coaching.co.uk](mailto:Jane@core-coaching.co.uk)

You have the right to have us erase your data and to restrict/object to our processing of your data. You have the right to complain to an authority. If you have any complaint, then you should tell us by emailing us at [Jane@core-coaching.co.uk](mailto:Jane@core-coaching.co.uk) We will attempt to resolve any complaints regarding the use of your Personal Information in accordance with this Privacy Policy. If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at <https://ico.org.uk/make-a-complaint/>. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO.

## **Other matters**

### **How you can complain**

If you are not happy with our privacy policy or if you have any complaint, then you should tell us by emailing us at [Jane@core-coaching.co.uk](mailto:Jane@core-coaching.co.uk). We will attempt to resolve any complaints regarding the use of your Personal Information in accordance with this Privacy Policy. If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at <https://ico.org.uk/make-a-complaint/>. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO.

### **Retention period for personal data**

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by our tax authorities;
- to support a claim or defence in court.

### **Compliance with the law**

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you. However, ultimately it is your choice as to whether you wish to use our website.

### **Privacy policy updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Last updated January 2021