

PRIVACY NOTICE

This notice applies to the storage of, and processing of personal information. The Executive Coaching Solution Ltd, trading as The Coaching Solution is registered with the Information Commissioner's Office (ICO) for data protection purposes. We comply with the requirements of the ICO and the General Data Protection Regulation (GDPR).

We understand that we have a responsibility to protect and respect your privacy and look after your personal data. This Privacy Policy explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely. For clarity, The Coaching Solution may be both data controller and data processor for your personal data under certain circumstances. We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

PERSONAL DATA

We receive information about you from you when you use our website, complete forms on our website, if you contact us by phone, email or otherwise in respect of any of our services or during the purchasing of any such service. Additionally, we also collect information from you when you sign up, enter a competition, promotion or survey or when you inform us of any other matter.

If you provide us with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

WHAT DATA DO WE COLLECT?

The personal data that we may collect from you includes your name, address, email address and phone numbers and role, along with information relating to the coaching work we are proposing to do or have done. Where appropriate these details may be shared with coaches outside of the EU. We also retain records of your queries and correspondence, in the event you contact us.

We may also keep details of your visits to our site including, but not limited to traffic data, weblogs and other communication data.

HOW DO WE USE YOUR DATA?

We use information about you in the following ways:

- To provide customer care, including responding to your requests if you contact us with a query;

- To provide you with information about events or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- To enable us to review, develop and improve the website and services;
- To administer accounts, process payments and keep track of billing and payments;
- To notify you about changes to our website and services; and
- To inform you of service and price changes.

RETENTION PERIOD

We will keep your personal data for the duration of the period you use The Coaching Solution's services. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the ending of your custom, we may keep your data indefinitely after you have cancelled your services with us. We do this so we retain a record of who we have worked with in that organisation and / or due to our legal and/or accountancy obligations. We assure you that your personal data shall only be used for these purposes stated herein.

WHO HAS ACCESS TO YOUR PERSONAL DATA?

We process your data for administration, support and the provision of services. For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes. We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment). However, we will only ever share information about you that is necessary to provide the service and we have specific agreements in place, which ensure your personal data is secure and will not be used for any marketing purposes. We may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of The Coaching Solution, our customers, or others.

YOUR RIGHTS

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten.

There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly. You can request your personal data from The Coaching Solution.

ACCESSING AND UPDATING YOUR DATA

We may contact you periodically to maintain the accuracy of your information and ensure all your details, including but not limited to, name, address, title, phone number, e-mail address. You have the right to access the information we hold about you.

Please email your requests to info@thecoachingsolution.co.uk that we can obtain this information for you.

WHERE WE STORE YOUR PERSONAL DATA?

We follow accepted ISO standards to store and protect the personal data we collect, including the use of encryption if appropriate. All information you provide to us is stored on our secured servers within the EEA.

We will ensure that reasonable steps are taken to protect your data in accordance with this privacy policy. As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Notes taken during coaching sessions are stored in a locked cabinet or on a password protected PC.

OUR WEBSITE

When you use our website, register for an event or complete a contact form we collect the following information in order to understand your needs and provide you with the service you require:

- Name
- Address
- Employer
- How you heard about us

Our website only uses 3rd party cookies. A cookie is a small file of letters and numbers that we place on your computer or mobile device, if you agree. These cookies are designed to

- collect analytics about performance of advertising or personalized display;
- Identify the products seen on our website in order to personalize the advertising offer sent to you when you access other websites;

The issue and use of cookies by third parties are subject to the privacy policies of these third parties. We have no access or control over third-party cookies.

You can refuse third-party cookies by an appropriate setting of your browser. Any setting can modify your browsing on the Internet and your conditions of access to certain services requiring the use of Cookies.

The table below identifies the third-party cookies on our site and explains the purposes for which they are used. Accordingly, we may update the information contained in this section from time to time.

Cookie	Domain	Description	Duration	Type
__cf_bm	.vimeo.com	Cloudflare set the cookie to support Cloudflare Bot Management.	1 hour	Functional
__ga_*	.thecoachingsolution.co.uk	Google Analytics sets this cookie to store and count page views.	1 year 1 month 4 days	Analytics
_ga	.thecoachingsolution.co.uk	Google Analytics sets this cookie to calculate visitor, session and campaign data and track site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognise unique visitors.	1 year 1 month 4 days	Analytics
YSC	.youtube.com	Youtube sets this cookie to track the views of embedded videos on Youtube pages.	session	Advertisement
VISITOR_INFO_LIVE	.youtube.com	YouTube sets this cookie to measure bandwidth, determining whether the user gets the new or old player interface.	6 months	Advertisement
player	.vimeo.com	Vimeo uses this cookie to save the user's preferences when playing embedded videos from Vimeo.	1 year	Functional
vuid	.vimeo.com	Vimeo installs this cookie to collect tracking information by setting a unique ID to embed videos on the website.	1 year 1 month 4 days	Analytics
VISITOR_PRIVACY_METADATA	.youtube.com	No description	6 months	Other
CONSENT	.youtube.com	YouTube sets this cookie via embedded YouTube videos and registers anonymous statistical data.	2 years	Analytics
aka_debug	.akamaized.net	Vimeo sets this cookie which is essential for the website to play video functionality.	session	Functional
sync_active	player.vimeo.com	This cookie is set by Vimeo and contains data on the visitor's video-content preferences, so that the website remembers parameters such as preferred volume or video quality.	never	Performance

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 info@thecoachingsolution.co.uk

YOUR RIGHT TO MAKE A COMPLAINT

For more information about your rights, visit the Information Commissioners Office's (ICO) website. You have the right to make a complaint about how we process your personal data to the Information Commissioner:

Information Commissioner's Office

Wycliffe House, Water Lane. Wilmslow, Cheshire, SK9 5AF