

# Privacy Notice - Stephen Long Coaching

## Your personal data

Personal data is any information about a living individual that would allow them to become identified in some way. That information can be both in its own right or in conjunction with other information. For example, name, identification number, location data, online data, mobile and home phone numbers, email address(es) all constitute personal data.

It does not matter whether that information is manually collected or electronically completed, the same safeguards apply.

## Data Controller and Data Subject

Stephen Long Coaching is the Data Controller and you, the client, are the Data Subject. It is the Data Controller's responsibility to determine the purpose and means of processing the Data Subject's data (please see below). As Data Subject, please ensure that your personal information is accurate and provide Stephen Long Coaching with any update if the relevant personal data identified in the Client Coaching Agreement and Consent Form is no longer accurate.

## The legal basis upon which your personal data is collected

In accordance with GDPR, the data controller (Stephen Long Coaching) must identify on what legal basis they are using to process the data subject's (you or the adult if the client is under 18 years old) name, email address and contact number(s).

What follows is the legal basis for processing your (the client's) data.

Under the lawful basis of **contractual purposes**, your name (and if the client is under 18, your child's name), your email address and either/and your Mobile phone number and Home phone number along with your signature and the date the form was completed, is processed.

Stephen Long Coaching will process this information:

- To carry out any contract that we have agreed with you.
- To respond to the contractual agreement.
- To alert you to a delay in attending a booked session.
- To postpone or cancel a session.

Under the basis of **legitimate interests**, your name and email address will be used:

- To provide you with secure access to the electronic notes of the session(s).

## Sharing your data

Your data will be treated as strictly confidential. It will only be shared in accordance with the Client Coaching Agreement's statement:

- Where there is serious concern that there may be a risk of significant harm. In which case Stephen Long Coaching reserves the right to inform the appropriate authorities.
- Where withholding information is in contempt of court or is a breach of the law.
- In order to consult with a special advisor or supervisor.

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## How long with your personal data be kept?

Under the legal basis of **contractual purposes**, your personal data will be used for the length of time that you remain a client with Stephen Long Coaching. Once you are no longer a client, after a retention period of 6 months, the encrypted, session summary(ies) will be destroyed, and the password deleted. Once this has been done, the data cannot be retrieved even if the person becomes a client once again. Further, your name, email address and Mobile/Home phone numbers will be deleted from all records.

At any stage, the client may both access and delete the session summary(ies) if they so wish. Any written notes made in the session are securely shredded as soon as the session notes are written.

## Contacting Stephen Long Coaching

Stephen Long Coaching can be contacted directly through the website: <https://www.stephenlongcoaching.co.uk/home>. Any information entered is automatically saved in the 'inbox' on the website and the contact details are added to the contacts' section on the website. Both means of storage will be permanently deleted if an enquirer chooses not to become a client (usually within 7 days) and after a retention period of 6 months if the client ceases to be a client.

Stephen Long Coaching can be contacted via the business Facebook page Book Now button: [www.facebook.com/stephenlongcoaching](http://www.facebook.com/stephenlongcoaching). The enquirer is redirected to the website and provided with the opportunity to book using the 10to8 booking system explained below or to send an email and make a booking. In terms of email or message correspondence, it is treated in accordance with the **contractual purposes** previously identified.

If Stephen Long Coaching is directly contacted by text/message, phone call, email or FaceTime/Skype it will be treated in accordance with the legal basis of **contractual purposes** and will be permanently deleted if an enquirer chooses not to become a client (usually within 7 days) and after a retention period of 6 months if the client ceases to be a client.

## Consent

Your privacy is important and Stephen Long Coaching also wants to communicate with you in a way that has your consent, and which is in line with UK law on data protection.

Communication may be in two ways:

- Firstly, Stephen Long Coaching uses 10to8, which is an online booking, confirmation and reminder service. [All data is stored on Amazon servers in Ireland](#) and so is subject to GDPR-compliance. [You may read 10to8's Privacy Policy](#). To receive an automated email and/or text confirmation as well as an automated reminder of the agreed date and time of your coaching session you grant your consent. Consent is an opt-in decision. It is entirely your choice and you may provide or withdraw your consent at any time by contacting Stephen Long Coaching.
- Secondly, the Client Coaching Agreement and Consent Form indicates that coaching offers, or promotional material, may be offered. You can consent or choose not to consent. Once again consent is an opt-in decision.

Thirdly, Stephen Long Coaching manages a blogsite, as part of the [www.stephenlongcoaching.co.uk](http://www.stephenlongcoaching.co.uk) website. Visitors have the opt-in option of subscribing to

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the blog and receiving an email whenever a new blogpost is published. (The blog site has its own option to unsubscribe and subscribers can unsubscribe at any time by submitting the request via the blogsite form. Their details will be permanently deleted if an enquirer chooses not to remain a subscriber (usually within 7 days).

With regards to consent, you may provide or withdraw your consent at any time by contacting Stephen Long Coaching.

In terms of consent your details will never be passed on to any 3<sup>rd</sup> party without your prior consent.

## **Website access**

By viewing the Stephen Long Coaching website your IP address, browser details, times of visits, etc. may be logged and used for statistical purposes, network security and fraud prevention. This helps Stephen Long Coaching to monitor how effectively the site is working. Be assured that Stephen Long Coaching will never profile normal visitors to the site or invasively monitor them. The statistical data will be used by Stephen Long Coaching and may also be used by the website provider to help provide the service. The legal basis for processing this information is Legitimate Interest.