

# Mindset Moments



## coaching

### Privacy Policy

#### 1. Introduction

Welcome to Mindset Moments Coaching ("we," "our," "us"). We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our services or visiting our website, you agree to the terms outlined in this Privacy Policy.

#### 2. What Information We Collect

We may collect and process the following data about you:

##### Personal Information

- Name
- Email address
- Phone number
- Address (if required for invoicing)

##### Coaching-Related Information

- Information you provide during coaching sessions
- Responses to questionnaires or assessments
- Any other personal data you choose to share with us

##### Technical Information

- IP address
- Browser type and version
- Usage data (e.g., pages visited, session duration)
- Cookies and tracking technologies (see Section 8)

#### 3. How We Use Your Information

We process personal data for the following purposes:

- To provide coaching services and fulfil contractual obligations
- To communicate with you regarding appointments, updates, and coaching progress
- To process payments and issue invoices
- To improve our services and website user experience

- To comply with legal and regulatory obligations

#### **4. Legal Basis for Processing Data**

Under UK GDPR, we rely on the following legal bases to process your data:

- Consent – When you provide explicit consent (e.g., subscribing to newsletters, agreeing to coaching terms)
- Contractual Necessity – When processing is necessary to deliver coaching services
- Legal Obligation – When required for tax, accounting, or legal compliance
- Legitimate Interests – When processing is necessary for running and improving our business (e.g., analysing service feedback)

#### **5. How We Store and Protect Your Data**

We implement appropriate security measures to protect your data from unauthorised access, loss, or misuse, including:

- Secure, encrypted storage for electronic records
- Password-protected systems
- Restricted access to client information
- Regular data security reviews

We retain personal data only as long as necessary to fulfil our obligations and comply with legal requirements. Coaching records are typically retained for up to 6 years, after which they are securely deleted.

#### **6. Data Sharing and Third Parties**

We do not sell, rent, or trade your personal information. However, we may share your data with:

- Service Providers – Third-party platforms for ; scheduling, and analytics
- Legal or Regulatory Authorities – If required by law

We ensure that any third-party providers comply with UK GDPR and maintain secure data processing practices.

#### **7. Your Rights Under UK GDPR**

You have the following rights regarding your personal data:

- Right to Access – Request a copy of your data
- Right to Rectification – Request corrections to inaccurate data
- Right to Erasure (‘Right to be Forgotten’) – Request deletion of your data
- Right to Restrict Processing – Limit how your data is used
- Right to Data Portability – Receive your data in a structured format
- Right to Object – Object to processing based on legitimate interests
- Right to Withdraw Consent – Withdraw consent at any time

To exercise your rights, contact us at [mindsetmoments@outlook.com](mailto:mindsetmoments@outlook.com). We will respond within one month of receiving your request.

## **8. Cookies & Tracking Technologies**

Our website may use cookies and similar tracking technologies to enhance user experience. You can manage cookie preferences through your browser settings.

## **9. Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for their privacy policies or practices. We recommend reviewing their policies before sharing any personal data.

## **10. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Please review this policy periodically to stay informed.

## **11. Contact Information**

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact us:

Mindset Moments Coaching

Email: [mindsetmoments@outlook.com](mailto:mindsetmoments@outlook.com)