

Rachael Lewis Health & Wellness Coaching Privacy Policy

Contact details

Name: Rachael Lewis

Address: 66 Livingstone Road, Hove, BN3 3WL, UK

Phone Number: +44 07740193849

E-mail: Rachael@healthcoachbrighton.com

Website: www.Rachaellewisbrighton.com

The type of personal information collected

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details)
- Financial information (online booking and payment system). When you make a purchase or attempt to make a purchase through the site, we collect certain information from you, including name, billing address, payment information (including credit card numbers, email address, and telephone number).

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:

- Using the contact form
- Opting in to receive relevant health & wellness coaching tips, updates, promotions
- To communicate regarding an online booking that has been made
- Completion of financial information to make and pay for a health and wellness coaching plan
- To enable payment to be taken for a booking and thereby screen bookings for potential risk or fraud

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

- (a) Your consent. You can remove your consent at any time. You can do this by contacting: Rachael@Healthcoachbrighton.com
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

We also use Google Analytics to help us understand how our customers use the Site -- you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

How we store personal information

We may keep your Personal Information for as long as you are active with us, and longer as needed (for example, if we are legally obligated to keep it longer, or need it to protect our interests).

We value the security of our client's Personal Information, and we do everything in our power to protect it. However, as we can't guarantee absolute protection – we encourage you to be careful and avoid submitting any sensitive information which, if exposed, could cause you major harm.

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 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 organization, 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.

Please contact us by email at Rachael@Healthcoachbrighton.com, via the website Contact page, or in writing by letter to 66 Livingstone Road, Hove, BN3 3WL, UK if you wish to make a request.

We also use Google Analytics to help us understand how our customers use the Site - you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Changes

We may update this privacy policy from time to time to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by email at: Rachael@Healthcoachbrighton.com

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>