



## Privacy Policy

### Privacy Policy for Clarity and Beyond Coaching

At **Clarity and Beyond Coaching**, we value and respect your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you interact with our services. By using our services, you agree to the collection and use of your information in accordance with this policy.

**1. Information We Collect:** We collect personal information when you fill out forms, schedule consultations, or communicate with us through email, phone, or our website. The information we may collect includes:

- Name
- Email address
- Phone number
- Payment details (if applicable)
- Any information you voluntarily provide during coaching sessions

**2. How We Use Your Information:** We use your information for the following purposes:

- To provide life coaching services
- To respond to inquiries and schedule appointments
- To send you relevant updates, newsletters, or promotional materials (you can opt-out at any time)
- To improve our services based on feedback and interactions
- To process payments and manage billing (if applicable)

**3. Data Security:** We take reasonable steps to protect the personal information we collect from unauthorized access, loss, misuse, or

alteration. We use secure servers and encrypted communication for sensitive data.

**4. Sharing Your Information:** We do not share, sell, or rent your personal information to third parties for marketing purposes. However, we may share your information:

- With trusted service providers who assist in delivering our services (e.g., payment processors, scheduling tools).
- When required by law or to protect our rights.

**5. Cookies:** Our website may use cookies to enhance your user experience. Cookies are small data files stored on your device to help improve website functionality. You can manage cookie preferences through your browser settings.

**6. Your Rights:** You have the right to:

- Access the personal information we hold about you.
- Request corrections or deletions of your information.
- Opt-out of receiving marketing communications by clicking the unsubscribe link in emails or contacting us directly.

**7. Retention of Data:** We retain your personal information only as long as necessary to provide services and comply with legal obligations.

**8. Changes to This Privacy Policy:** We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page with the updated effective date.

**9. Contact Us:** If you have any questions about this Privacy Policy or would like to exercise your rights, please contact us at [contact@clarityandbeyondcoaching.com](mailto:contact@clarityandbeyondcoaching.com)

# GDPR POLICY

## GDPR Privacy Policy for Clarity and Beyond Coaching

At **Clarity and Beyond Coaching**, we are committed to protecting and respecting your privacy in compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. This Privacy Policy explains how we collect, use, store, and protect your personal data.

**1. Data Controller:** Clarity and Beyond Coaching is the data controller of your personal information. You can contact us at [contact@clarityandbeyondcoaching.com](mailto:contact@clarityandbeyondcoaching.com)

**2. What Data We Collect:** We collect the following personal data in the course of providing our life coaching services:

- **Personal Identification Information:** Name, email address, phone number.
- **Payment Information:** Payment details for services rendered (if applicable).
- **Session Details:** Information shared during coaching sessions.
- **Communication Data:** Emails, messages, or notes from consultations.

**3. How We Use Your Data:** We use your personal data to provide life coaching services and for the following purposes:

- To respond to your inquiries and schedule coaching sessions.
- To send updates, newsletters, and marketing materials (with your consent).
- To process payments and manage billing (where applicable).
- To improve our services based on feedback and interaction.
- To comply with legal obligations, such as keeping records for tax purposes.

**4. Legal Basis for Processing Data:** We process your personal data based on the following legal grounds under GDPR:

- **Contractual necessity** – to provide coaching services and fulfil the terms of our agreement.
- **Consent** – where you have given explicit consent (e.g., for marketing communications).
- **Legal obligation** – to comply with legal and regulatory requirements.

**5. Data Retention:** We will retain your personal data for as long as necessary to fulfil the purposes outlined in this policy, including for the duration of our coaching relationship, any legal or regulatory requirements, and tax obligations. After that period, we will securely delete or anonymize your data.

**6. Sharing Your Data:** We do not share, sell, or rent your personal data to third parties. However, we may share your data with trusted service providers to facilitate business operations (such as payment processors or scheduling software). These third-party providers are GDPR-compliant and process data on our behalf, ensuring the protection of your data.

**7. Your Rights Under GDPR:** As a data subject, you have the following rights regarding your personal data:

- **Right of Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request corrections to any inaccurate or incomplete personal data.
- **Right to Erasure:** You can request the deletion of your personal data (subject to certain legal exceptions).
- **Right to Restriction:** You can request the restriction of processing your personal data in certain situations.
- **Right to Data Portability:** You can request a copy of your personal data in a commonly used format to transfer to another data controller.
- **Right to Object:** You can object to certain types of processing (e.g., direct marketing).
- **Right to Withdraw Consent:** If you have consented to marketing communications, you can withdraw that consent at any time.

To exercise these rights, please contact us at [contact@clarityandbeyondcoaching.com](mailto:contact@clarityandbeyondcoaching.com)

**8. Data Security:** We take the security of your personal data seriously and implement appropriate technical and organizational measures to protect it from unauthorized access, loss, misuse, or disclosure. This includes encryption, secure servers, and regular staff training.

**9. Transferring Data Outside the UK:** We do not transfer your personal data outside the UK or the European Economic Area (EEA). If this changes in the future, we will ensure adequate protections are in place to safeguard your data.

**10. Cookies:** Our website may use cookies to improve your experience. Cookies are small text files placed on your device to help with functionality, preferences, and analytics. You can control cookie settings through your browser.

**11. Complaints:** If you believe your data protection rights have been violated, you have the right to file a complaint with the Information Commissioner's Office (ICO) at:

- ICO Website: <https://ico.org.uk>
- ICO Phone: 0303 123 1113

**12. Changes to This Policy:** We may update this policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes via email or through our website.

**13. Contact Us:** If you have any questions or concerns about how we process your personal data, please contact us at [contact@clarityandbeyondcoaching.com](mailto:contact@clarityandbeyondcoaching.com)