



Nohona Coaching Privacy Policy

Our contact details

Name: Ruth Harris

Address: Middle Cottage, Herbrandston, Milford Haven, Pembs, SA73 3SS

Phone Number: 07875 410 374

E-mail: ruth@nohonacoaching.org

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

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:

- in order to contact you to arrange an Introductory Session and/or coaching sessions

We also receive personal information indirectly, from the following sources in the following scenarios:

- from a family member/friend if they are referring you

We use the information that you have given us in order to email/phone you.

We do not share this information with any other individuals or organisations.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting ruth@nohonacoaching.org

(b) We have a contractual obligation.

(c) We have a vital interest.

How we store your personal information

Your information is securely stored on an encrypted hard drive and when on paper under lock and key.

We keep contact details and case notes for 6 months. We will then dispose of your information by deleting digital files and/or shredding notes.

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 organisation, 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 at ruth@nohonacoaching.org if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: Middle Cottage, Herbrandston, Milford Haven, Pembrokeshire, SA73 3SS

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>