



Data Protection and Privacy Policy

Introduction

Ruth Parkinson Coaching ('RPC') needs to gather and use certain information about one to one and group coaching clients:

- Working directly with RPC
- Working with me when RPC is subcontracted to another organisation

And any individual purchasing any other kind of service or product from RPC.

This policy describes how this personal data must be collected, handled, stored and shared to meet the company's privacy data protection standards, and to comply with the law.

Why this policy exists

This data protection policy ensures that RPC:

- Complies with privacy and data protection law and follows good practice
- Protects the rights of clients and any other people whose personal data we keep
- Is open about how it stores, shares and processes individuals' data
- Protects itself from the risks of a data breach

Data protection

The Data Protection Act 2018 and General Data Protection Regulations (GDPR) 2018 describe how organisations - including RPC - must collect, store, handle and share personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

GDPR 2018 is underpinned by **eight important principles**. These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than the duration that we have set and shared
6. Processed in accordance with the rights of data subjects

7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

GDPR scope

GDPR applies to all data that the company holds relating to identifiable individuals. This comprises:

- Name
- Postcode and address
- Email address
- Telephone number
- Photo
- Personal Identification Numbers
- Cultural identity
- Social identity
- Genetic identity
- Economic status
- IP address
- Mobile device identifier
- Geo-location
- Biometric data
- Psychological identity

Our Privacy Policy

This privacy notice tells you what to expect when RPC collects personal information. It applies to information we collect about:

- Visitors to the website
- Individuals who make enquiries or raise complaints
- People who sign up to the newsletter
- Individuals we work with and to whom we provide products and services
- People who sign up as users of our online resources
- Any other means by which RPC gathers personal information

Thrive is dedicated to protecting your personal data and using it in accordance with your wishes and the GDPR EU Directive, which entered into law on 25th May 2018.

Visitors to our website

When you visit the website we use two third party services Google Analytics and HotJar to collect standard internet log information and details of visitor behaviour patterns. We do this to track interest on specific pages, see how the site is being used and look at how we can make improvements to the site. The information is only processed in a way that does not identify anyone. We do not make, and do not allow Google Analytics or Hotjar to make, any attempts to find out the identities of those visiting the Thrive website. Should we ever have good reason to link our

cookies and tracking information, we will be upfront about it, explaining why and what we intend to do with it.

Use of cookies

Our website only uses cookies for users that log in. Third party services set cookies of their own. We may use essential cookies to authenticate users and prevent fraudulent use of user accounts. you can read our full cookie policy here.

Our newsletter

We invite you to sign up and to unsubscribe to our newsletter via our website.

We use a third party provider, MailChimp, to deliver our monthly e-newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp privacy notice <https://mailchimp.com/legal/privacy/>

We will never sell or share your details to any third party for their marketing purposes. You can Unsubscribe at any time by clicking on the unsubscribe link on our newsletter or by emailing parkinsonr15@gmail.com . Once the request is submitted we will undertake to remove any personal data we store on you in 3 working days.

Wordpress

The website is built with WordPress and is hosted by Rothen Ltd <https://www.rothen.com/>. The site uses standard WordPress services to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site and how long they spend on a given page. We do this to monitor and report on the effectiveness of the site and help us improve it.

Website security comprises daily automated updates, Virus/Malware screening and Shield Web Application Firewall.

Contact us form

The Contact Us form on our website, does not store email addresses, instead it forwards enquiries to our general Thrive email inbox. We will respond within three working days and will not store any personal information without consent.

When and how we will get in touch

When you give us your personal details - for example when you sign up to receive email updates, register for an event, or purchase our online resources you may receive follow up information from us directly relevant to this activity. Newsletter sign-ups are asked to confirm their continued consent every twelve months. Once the period of your contract with RPC is concluded you get the option to continue contact by signing up for our newsletter - if you tell us you want to stay in touch to find out about our ongoing activities then we will treat this consent as lasting for twelve months.

We always act on your instructions and aim to put you in control of your relationship with us. In the event of a security breach, we will notify all those who may be affected at the earliest possible opportunity. Allowing for immediate remedial action, we will be in touch with precautionary advice as soon as possible.

What details we ask for and why

There are minimum levels of information we need to obtain for different purposes - if you are a coaching client, signing up for an event, purchasing online resources or signing up to receive our newsletter then we will ask you for an email address and for the two former activities also a contact phone number.

If we ask for your house number and postcode so that we hold a valid postal address for you it would be because we need this information for the following reasons:

- To set up Direct Debits and one-off card payments
- To deliver items to you (items you have purchased or event materials for example)
- If you have agreed to receive post from us, we will use your postcode and address to send you relevant information.

How to stop or change how we can communicate with you

If at any time you wish to stop or change how we communicate with you, or update the information we hold, please do get in touch, using one of the following options:

- Write to us at parkinsonr15@gmail.com
- Contact us via our website

We undertake to act on your instructions within three working days.

You can opt out of our emails at any time by clicking on the unsubscribe link at the bottom of our messages.

Storage of information

Personal data is stored on a contacts database on a secure MacBook Air. The databases is encrypted. Any personal data or information shared by email with clients is password protected.

Personal client data is deleted from the database within seven days of the end of a client contract, unless the client has provided written permission for its retention for specific reasons.