

Privacy & Cookies

We recognise that your privacy is important. This privacy policy outlines the types of information we collect, what we do with that information and how we protect it. This policy is applicable to all customer interaction.

For the purpose of the Data Protection Act 1998 (DPA) and General Data Protection Regulations (GDPR) we are the data controller.

If you have any questions about this privacy policy or any enquiry regarding the collection or processing of your data please get in touch either using our contact form.

By submitting your personal information, you are agreeing to this privacy policy.

What information do we collect?

When you provide your personal information (such as your name, email address, telephone number, etc.) for any online or offline service which may require such details, we may choose to store that information in order to provide our full range of services as efficiently as possible.

We also use analytical and statistical tools that monitor details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data (but this data will not identify you personally).

How do we use your personal information?

The information that we collect and store relating to you is primarily used to enable us to provide our services as requested by you, and to meet our contractual commitments to you.

In addition, we may use the information for the following purposes:

To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service;

If you are an existing customer, we may contact you with information about goods and services similar to those that were the subject of a previous sale to you;

Where you have consented to receive such information, to provide information on other parties' products or services that we feel may be of interest to you;

Where you have consented to receive our e-newsletters, from time to time to provide that to you;

If you receive coaching you will be asked for permission for your name, email address, phone number and hours coached to be added to the coach's coaching log. These logs may be forwarded to the coach's accreditation bodies, such as the International Coach Federation (ICF), who may request this for the purpose of continued personal development and accreditation of the coach. The data we provide them will not be used for any other purposes other than verification that the information we have provided is correct.

Disclosure of your information

The coaching logs may be shared with the coaches' accreditation bodies solely for the purposes of due diligence for coach accreditation. Apart from the coaching logs, your information will never be passed on or sold to a third party, except where required by law in the event of National

Security safeguarding, the prevention or detection of crime, tax avoidance or for domestic purposes.

How do we store and protect your information?

When we collect your information, we store it in compliance with the Data Protection Act 1998. This means:

The information stored is only used for what it is intended for

Your information should be correct and if not, it is updated accordingly

Your information is only kept for as long as seen necessary and then it is removed

Personal information is processed in compliance with your rights (see below)

Your information is stored securely and specific measures are taken to protect your information from loss, manipulation or unauthorised access. But please note that transmitting information over the internet is generally not completely secure, and we can't guarantee the security of your data.

The only people who have direct access to your information are authorised Unique Coaching members of staff and contracted service providers.

We store your data on secure servers in the UK. It may also be stored outside of Europe, where required.

Third party link

You might find links to third party websites on our website. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

Use of cookies

Our Website uses cookies. We use cookies to gather information about your computer for our services and to provide statistical information regarding the use of our Website. Such information will not identify you personally - it is statistical data about our visitors and their use of our Website. This statistical data does not identify any personal details. We may also gather information about your general Internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer, as cookies contain information that is transferred to your computer's hard drive. They help us to improve our Website and the service that we provide to you. All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our Website.

What are your rights?

You have the right to request information about the personal information we hold on you. If your information is incorrect, incomplete or irrelevant, you can ask to have the information updated or removed.

You also have the right to withdraw your consent to us using the information for marketing purposes. To do this, please either let us know about your information preferences, unsubscribe

from emails or get in touch either online using our contact form or by writing to us at the address above.

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