

# Slow Coach Sarah Privacy Policy

SLOW COACH SARAH (SLOW COACH SARAH) (“us”, “we”, or “our”), which operates the <https://www.slowcoachsarah.co.uk> website (the “Service”), recognises the importance of protecting our users’ privacy. To that end, we have here a privacy statement and spam policy in order to demonstrate our commitment to privacy. Information on how site content can and cannot be used is also listed below. Please note that spam laws and regulations above and beyond SLOW COACH SARAH’s policies may apply to commercial electronic messages sent to individuals who have elected to list their contact information on the SLOW COACH SARAH website.

This page informs you of our approach regarding the collection, use, and disclosure of personal data when you access our Website, Blog and/or Services and the choices you have associated with that data.

We use your data to provide and improve our Services. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in Coaching Agreements, which are created with clients once Services are agreed and/or purchased from [www.slowcoachsarah.co.uk](http://www.slowcoachsarah.co.uk)

By using this website, you are agreeing to this policy and to our use of cookies (where applicable).

## Definitions

### Personal Data

Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

### Usage Data

Usage Data is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

### Cookies

Cookies are small pieces of data stored on a User’s device.

### Data Controller

Data Controller means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data is, or is to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your data.

## Data Processors (or Service Providers)

Data Processor (or Service Provider) means any person (other than an employee of the Data Controller) who processes the data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

## Data Subject

Data Subject is any living individual who is the subject of Personal Data.

## User

The User is the individual using our Service. The User corresponds to the Data Subject, who is the subject of Personal Data.

## What Information is Collected

### Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you (“Personal Data”).

This information is used to deliver the information, products and/or services that you request. It may also be used to notify you of future SLOW COACH SARAH products, services and/or opportunities that may be of interest to you. When completing these forms, please do not supply another person’s personal data to us unless we prompt you to do so or you have received that individual’s consent to do so. Occasionally, we might receive your contact information from one of our partners. If we do, we protect it in exactly the same way as if you give it to us directly.

Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Date of Birth
- Telephone contact number
- Address, City, County, Region, Postal code
- Details of your Message to SLOW COACH SARAH
- Usage Data
- Emergency Contact details and/or GP Name & Address

We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

## Usage Data

SLOW COACH SARAH and its Web hosting company, acting as SLOW COACH SARAH'S agent, collect and store technical information about your visit to our website ("Usage Data"). We use this information for statistical purposes to make our site more accessible to visitors and the information we collect is not provided to any other third party. This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

## Location Data

We may use and store information about your location if you give us permission to do so ("Location Data"). We use this data to provide features of our Service, to improve and customise our Service.

You can enable or disable location services when you use our Service at any time, through your device settings.

## Cookies

Our website doesn't currently use cookies or scripts that were designed to track the websites you visit.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyse Services.

## How Information Collected is Used

SLOW COACH SARAH uses the collected data for various purposes:

- To provide and maintain our Service(s)
- To notify you about changes to our Service(s)
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our Service
- To monitor the usage of our Service
- To detect, prevent and address technical issues

- To provide you with news, special offers and general information about other goods, services and events which we offer which may be similar to those you may have already purchased or enquired about (unless you have opted not to receive such information)

Demographic and profile data collected at our site may be added to a database maintained by SLOW COACH SARAH's third party service provider (Oldfield Website Design)??? to customise your website experience. It may be used to contact users of the website for online surveys or advocacy purposes if the user has indicated an interest.

## Legal Basis for Processing Personal Data Under General Data Protection Regulation (GDPR)

If you are from the European Economic Area (EEA), SLOW COACH SARAH's legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

SLOW COACH SARAH may process your Personal Data because:

- We need to prepare an Agreement and/or Coaching Contract with you
- You have given us permission to do so (including handing out your business card)
- The processing is in our legitimate interests and it's not overridden by your rights
- For payment processing purposes
- To comply with the law and /or Good Coaching Practice Guidelines

## Retaining Data

SLOW COACH SARAH will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy.

We will retain and use your Personal Data to the extent necessary to comply with our legal and insurance obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

SLOW COACH SARAH will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

## Where we store your information

When you contact us by email or through our website, we store your email address and information on our email server.

## Transferring Data

Your information, including Personal Data, may be transferred to – and maintained on – computers located outside of your country, state, province or other governmental jurisdiction where the data protection laws may differ than those in the UK.

If you are located outside the United Kingdom and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United Kingdom and process it here.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

SLOW COACH SARAH will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of your data and other personal information.

## Disclosing Data

### Disclosure for Law Enforcement

Under certain circumstances, SLOW COACH SARAH may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

## Legal Requirements

SLOW COACH SARAH may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of SLOW COACH SARAH
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability
- Safeguard you or another person you discuss during any coaching interactions, as outlined in the Coaching Agreement (discussed with you at the start of any coaching relationship)

## Security Of Data

The security of your data is important to us, but please remember that no method of transmission over the Internet, or method of electronic storage is ever 100% secure.

This site uses physical, electronic and managerial procedures to protect information collected online including firewalls to protect the loss, misuse and alteration of the information under our control.

While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security, 100%.

## Email and Spam Policy

We are committed to keeping your e-mail address confidential. We do not sell, rent or lease our email lists to any third-party and we will not provide your personal information to any third-party individual, government agency or company at any time unless required to do so by law. We will use your email address solely to provide information about SLOW COACH SARAH and its workshops, services and related activities. SLOW COACH SARAH will maintain the information you send via email in accordance with applicable international law.

In compliance with GDPR all email sent from our organisation will clearly state who the email is from and provide clear information on how to contact the sender. In addition, all email messages will also contain clear information about how to remove yourself from our mailing list, should you no longer wish to receive email communication from us.

All emails and electronic communications adhere to the following principles:

1. SLOW COACH SARAH will have a prior relationship with the person receiving any email. (Someone giving their business card is acceptable in this regard, as it implies permission to get in contact. The same is true if someone has sent an email, made contact via the website or requested for SLOW COACH SARAH to get in touch verbally).
2. A valid “from” and “reply to” address will be included with each message.
3. Where there is a subscription list, a confirmation email will be sent checking that the person wishes to be on the list.
4. There will always be a clear and efficient way to unsubscribe from any mailing list.
5. Any request to cease mailing from an individual or organisation will be honoured in a timely manner.
6. A complaint involving a breach of this policy may be considered a violation of the ICF Code of Ethics and any complaint concerning SLOW COACH SARAH maybe referred to the ICF UK Independent Review Board for consideration <https://coachfederation.org/code-of-ethics> Should they find a breach occurred, remedies may be required. Sanctions may also be imposed such as suspending or terminating the coach’s membership and/or credential with the ICF.

Please note that spam laws and regulations above and beyond SLOW COACH SARAH’s policies may apply to commercial electronic messages sent to individuals who have elected to list their contact information on the SLOW COACH SARAH website.

## Communications from Slow Coach Sarah

SLOW COACH SARAH has a strict anti-spam policy. However, we do want SLOW COACH SARAH Clients, potential Affiliates or any prospective Clients or those interested in SLOW COACH SARAH to be aware of our coaching services, workshops and opportunities as a member of the SLOW COACH SARAH community. Communications from SLOW COACH SARAH may include, but are not be limited to the following:

- Messages regarding SLOW COACH SARAH workshops, services and coaching
- Emails or Blog articles of coaching interest
- Details of any upcoming events, practices and/or appointments
- Invitations to teleconferences, webinars of potential interest
- Invitations to participate in SLOW COACH SARAH-initiated and/or -supported research and/or collaborations
- Information about SLOW COACH SARAH process-improvements, research or coaching feedback
- Contact via other social media networks e.g. Facebook, LinkedIn, Twitter, Instagram

## Opting out. Your Choices!

Users of our website and/or Clients and interested personnel can opt out of receiving communications from us and/or our partners and social media correspondence at any time. If you no longer wish to receive any future communications or need to change or modify information previously provided, please email [hello@slowcoachsarah.co.uk](mailto:hello@slowcoachsarah.co.uk) detailing your request or call 07718781863. Outside UK +447718781863

Alternatively, you can also opt out of receiving email communications by clicking our unsubscribe link in any email and/or using social media methods for discontinuing further communications from SLOW COACH SARAH.

## You Have Rights!

SLOW COACH SARAH aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data. You can update your Personal Data with us by contacting SLOW COACH SARAH via [hello@slowcoachsarah.co.uk](mailto:hello@slowcoachsarah.co.uk)

If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the right:

- To access and receive a copy of the Personal Data we hold about you
- To rectify any Personal Data held about you that is inaccurate
- To request the deletion of Personal Data held about you
- You have the right to data portability for the information you provide to SLOW COACH SARAH. You can request to obtain a copy of your Personal Data in a commonly used electronic format so that you can manage and move it.

Please note that we may ask you to verify your identity before responding to such requests.

If you wish to exercise any of these rights, you may contact SLOW COACH SARAH at [hello@slowcoachsarah.co.uk](mailto:hello@slowcoachsarah.co.uk) or via 07718781863. Outside UK +447718781863



## Third Party Service Providers

We may employ third party companies and individuals to facilitate our Service (“Service Providers”), to provide the Service on our behalf, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

### Analytics

We don’t currently use analytics or native social media ‘like’ or ‘sharing’ buttons via the website, which also build profiles of your internet activity.

We may, however, use third-party Service Providers to monitor and analyse the use of our Service in the future, so an updated version of this Policy will be available via the SLOW COACH SARAH website, should this change e.g. use of Google Analytics (see below).

### Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualise and personalise the ads of its own advertising network.

You can always opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <http://www.google.com/intl/en/policies/privacy/>

### Payments

We may provide paid products and/or services within the Service. Should that be the case, we may use third-party services for payment processing (e.g. payment processors).

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

The payment processors we work with are:



N/A. None.

You may view their privacy here: (where applicable, website address stated here)

Instead, SLOW COACH SARAH currently provides you with bank details so that you may pay for coaching services in conjunction with any Coaching Services Agreement or Contract.

## Linking to Other Sites

The website contains links to other sites. SLOW COACH SARAH is not responsible for the privacy practices of such websites. Inclusion of links to an outside website, whether in an advertisement or content area of SLOW COACH SARAH's website, is not an endorsement of the website or a guarantee that the information it contains is accurate.

We strongly advise you to review the Privacy Policy of every site you visit.

## Children and Young People

Our Site and Service(s) does not specifically address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that children have provided us with Personal Data, please contact us if you would like their data removed. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

## Privacy Changes

SLOW COACH SARAH reserves the right to update and alter its privacy policies and those changes will become effective the moment we publish them on our website. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## Site Content

You may access, download and print materials on this website for your personal and non-commercial use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information, software, products or services obtained from this website without first obtaining written consent from SLOW COACH SARAH.

Furthermore, you may not use the materials found on this website on any other websites or in a networked environment without first obtaining written consent from SLOW COACH SARAH.

All materials on this site (as well as the organisation and layout of the site) are owned and copyrighted by SLOW COACH SARAH © Copyright SLOW COACH SARAH. All rights reserved. No reproduction, distribution, or transmission of the copyrighted materials at this site is permitted without the written permission of SLOW COACH SARAH.

## Get in Touch

If you have any questions about this privacy statement, please get in touch

By email: [hello@slowcoachsarah.co.uk](mailto:hello@slowcoachsarah.co.uk)

By visiting this page on our website: [www.slowcoachsarah.co.uk](http://www.slowcoachsarah.co.uk)

By telephone 07718781863 Outside UK +447718781863