

Privacy Notice

This is the privacy notice of Cathy Wellings ("I", "my", or "me"). My business address is 68 Woodland Road, London SE19 1PA.

If you have any concerns about this notice or your privacy please tell me. You can contact me through the Contact page on this website.

Introduction

This privacy notice aims to inform you about how I process information that I collect from you or that you provide to me. It covers information that could identify you as an individual ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.

This policy complies with the Data Protection Act 2018 (the Act) accordingly incorporating the EU General Data Protection Regulation (GDPR).

The law requires me to tell you about your rights and my obligations to you regarding the processing and control of your personal information. I do this now, by requesting that you read the website at <http://www.knowyourprivacyrights.org>

I am committed to protecting your privacy and the confidentiality of your personal information. I undertake to preserve the confidentiality of all information you provide to me and hope that you reciprocate.

Except as set out below, I do not share, or sell, or disclose to a third party, any information collected through my website.

1. Types of information processed

I collect, use, store and transfer different kinds of personal information about you. These can be grouped as follows:

"Identity Information" includes information such as your first name, last name, title, date of birth, and other identifiers that you may have provided at some time.

"Contact Information" includes information such as your address, email address, telephone numbers and any other information you have given to me for the purpose of communication.

“Transaction Information” includes information about payments or communications to and from you and information about training and coaching services you have purchased from me.

“Technical Information” includes your Internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

“Marketing Information” includes your preferences in receiving marketing from me; communication preferences; responses and actions in relation to your use of my services.

2. Care of your personal information

I treat your coaching and training records with great care and confidentiality. I use first names or initials only wherever possible so that records cannot easily be attributed to a specific person or organisation.

Your information will not be shared with anyone else unless I am obliged to do so by law. I will not share your information with any third parties without your express permission. That includes sharing with a co-trainer.

When you contact me by email or through the website contact form, your Identity Information and Contact Information and your message will be sent to me by email. I retain it on my email server for a maximum of one year after we cease to be in contact.

3. Special personal information

Special personal information is defined by the law as information about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions and trade union membership. It also includes health, genetic and biometric data.

My processing of your special personal information may be required in order for me to provide my services to you. For example, we may explore the religious beliefs of different group members during an intercultural training session.

If you do provide me with special personal information then I take additional steps to safeguard it.

4. If you do not provide required personal information

Where I need to collect personal information by law, or in order to be able to provide my services under a contract I have with you or your employer, and you fail to provide that information when requested then I may not be able to perform that part of or all of that contract. If so, I will notify you of this at the time.

The bases on information about you is processed

The law requires me to determine under which of six defined bases I process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which I process your personal information is no longer relevant then I shall immediately stop processing your data.

If the basis changes then if required by law I shall notify you of the change and of any new basis under which I have determined that I can continue to process your information.

5. Information processed under a contract

In order to provide my services, or in situations where you have requested that I provide my services, I must collect and record your personal information.

For example, when you book a coaching session I presume you do so with intention to enter into a contract. Your personal information, which includes Contact Information, Identity Information and information about your circumstances is processed on the basis of Contractual Obligation.

I continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

6. Information I process with your consent

Through actions when otherwise there is no contractual relationship between us, such as when you contact me to receive information about my services, you provide your consent to me to process personal information that includes Identity Information, Contact Information and Technical Information.

I continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by telling me. However, if you do so, you may not be able to use this website or my services further.

7. Information I process for the purposes of legitimate interests

I may process information on the basis there is a legitimate interest, either to you or to me of doing so.

Where I process your information on this basis, I do so after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect me to process your data, and whether you would, in the round, consider it reasonable to do so

For example, I may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of my business
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where I believe I have a duty to do so

8. Information I process because I have a legal obligation

Sometimes, I must process your information in order to comply with a statutory obligation.

For example, I may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

Other uses of information

9. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit a website that uses them. They allow information gathered on one web page to be stored until it is needed for use at a later date. They are commonly used to provide you with a personalised experience while you browse a website, for example, allowing your preferences to be remembered. They can also be used by a website manager to record how you interact with the website and to serve you advertisements that are relevant to your browsing history.

Some cookies may last for a defined period of time, such as one visit (known as a session), one day or until you close your browser. Others last indefinitely until you delete them.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use. Your web browser may support a plug-in or add-on that helps you manage which cookies you wish to allow to operate.

The law requires you to give explicit consent for use of any cookies that are not strictly necessary for the operation of a website.

This website is hosted by Wix, which uses cookies for a number of different reasons including for security purposes; for monitoring the performance of this website; and for providing a good experience for visitors. You can read more

about how Wix uses cookies at <https://support.wix.com/en/article/cookies-and-your-wix-site>

In order to track which pages you visit on this website and whether they are useful to you, this website uses Google Analytics. You can read more about how Google uses cookies at <https://policies.google.com/technologies/types>

10. Personal identifiers from your browsing activity

Requests by your web browser to the servers for web pages and other content on this website are recorded.

This information is Technical Data, recorded for security purposes. Theoretically, if combined with other information known about you from previous visits, the data possibly could be used to identify you personally. However, I do not use it in such a way.

Other matters

11. Data may be processed outside the European Union

My business is based in the UK.

The headquarters of my website hosting provider, Wix, are in Israel. Israel is considered by the European Commission to offer an adequate level of protection for the personal information of EU Member State residents.

Your personal information may be stored through Wix's data storage, databases and the general Wix applications. Data is stored on secure servers behind a firewall.

Your data may be maintained, processed and stored by Wix and their authorised affiliates and service providers in the United States of America, in Europe (including in Lithuania, Germany and Ukraine), in Israel, and in other jurisdictions as necessary for the proper delivery of their services and/or as may be required by law.

Wix affiliates and service providers that store or process your data on Wix's behalf are each contractually committed to keep it protected and secured, in

accordance with industry standards and regardless of any lesser legal requirements which may apply in their legal jurisdiction.

Wix's full privacy policy can be viewed at: <https://www.wix.com/about/privacy>

12. Control over your own information

It is important that the personal data I hold about you is accurate and current. Please keep me informed if your personal information changes.

At any time you may contact me to request that I provide you with the personal information I hold about you.

When I receive any request to access, edit or delete personal identifiable information I shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

13. Communicating

When you contact me, whether by telephone, through this website or by email, I collect the information you have given to me in order to reply.

I may keep personally identifiable information associated with your message, including Identity Information and Contact Information so as to be able to respond to you.

14. Complaining

If you are not happy with this privacy policy or if you have any complaint then you should tell me.

When I receive a complaint, I record all the information you have given to me.

I use that information to resolve your complaint.

If your complaint reasonably requires me to contact some other person, I may decide to give to that other person some of the information contained in your complaint. I do this as infrequently as possible, but it is a matter for my sole

discretion as to whether I do give information, and if I do, what that information is.

If a dispute is not settled then I hope you will agree to attempt to resolve it by engaging in good faith with me in a process of mediation or arbitration.

15. Retention period for personal data

I keep your personal information only for as long as required:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by tax authorities;
- to support a claim or defence in court.

16. Compliance with the law

This privacy policy has been compiled so as to comply with the law of legal jurisdiction in which it might be relevant. If you think it fails to satisfy the law of your jurisdiction, please tell me.

However, ultimately it is your choice as to whether you wish to use this website.

17. Review of this privacy policy

I may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on this website on the day you use it. You are advised to print a copy for your records.