

# Ed Lack Coaching Limited Privacy Policy

## **Our contact details:**

Name: Edward Lack

Address: 12 Albemarle Road, Chorlton, Manchester, M21 9HZ

Phone Number: 07974 211585

E-mail: [ed@edlackcoaching.co.uk](mailto:ed@edlackcoaching.co.uk)

Date of Privacy Policy: 1<sup>st</sup> June 2022

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identification information, for example: name, email address, address, phone number and other relevant contact details
- Emails, letters, and all other forms of written communication
- Customer financial information
- Employee data
- Website user statistics
- IP addresses

## **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:

- So that we can contact you for the purposes of engaging with Ed Lack Coaching Limited
- To answer queries raised by letter, phone, email or via the website
- Marketing our offer
- Notify of you of any changes to our offer
- If you have registered online or placed an order for any of our products or services
- If you have voluntarily completed a customer survey or provided feedback on any of our message boards or via email
- If you have used or view our website via your browser's cookies

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

- If you engage with another company and you ask them to pass on your personal information to us

Date: 1/06/2022

We use the information that you have given us in order to process your order, manage your account, email you with specific offers on other products and services we think you might like, answer your queries.

We may share this information with other organisations but only at your request. Or, during coaching, we feel your safety, or the safety of others is at risk of harm. We will not sell or rent your information to third parties. Please be reassured that we will not release your information to third parties unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Under the UK General Data Protection Regulation (UK 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 us at [ed@edlackcoaching.co.uk](mailto:ed@edlackcoaching.co.uk) or by writing to us as: 12 Albemarle Road, Chorlton, Manchester, M21 9HZ.**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

### **How we store your personal information**

Your information is securely stored.

We keep: emails, letters, contact information (such as names, addresses, email addresses and telephone numbers) for the duration of your time as a client and for a further 5 years. All information will be kept electronically using secure systems. Any hard-copy information will be kept securely in a locked cabinet for the time you remain a client and for a further 5 years. We will then dispose your information by securely deleting electronic information and shredding hard-copy information.

### **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 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: [ed@edlackcoaching.co.uk](mailto:ed@edlackcoaching.co.uk), or 07974 211585, or 12 Albemarle Road, Chorlton, Manchester, M21 9HZ 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: Ed Lack Coaching Limited, 12 Albemarle Road, Chorlton, Manchester, M21 9HZ, or [ed@edlackcoaching.co.uk](mailto:ed@edlackcoaching.co.uk).

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>