

## Calmer Llama Coaching Privacy Notice

At Calmer Llama Coaching, we are committed to protecting your personal information and to being transparent about the information we hold about you, why we hold it, and how we use it. The purpose of this policy is to give you a clear explanation of how we collect and process your personal information, including any data that you may provide through our website, via personal correspondence or when registering as a new client. The information you share with us is treated as confidential. We do not share your information with any third parties unless we receive consent from you, or to comply with legal requirements.

Calmer Llama Coaching is registered with the Information Commissioners Office as is required under GDPR regulations. Your information is safeguarded, stored and processed in line with GDPR regulations.

### Our contact details

Name: Calmer Llama Coaching

Website: <https://www.calmerllamacoaching.com>

E-mail: [rebecca@calmerllamacoaching.com](mailto:rebecca@calmerllamacoaching.com)

### What type of information we may collect

We currently collect and process the following information:

- Identity data – including name and title.
- Contact data - including Skype address and/or telephone number and/or email address and/or billing address.
- Transactional data – including details about payments made by you.
- Session data – including dates and times of coaching sessions and any notes that we may take during sessions.

### How we collect the information and why we have it

All of the personal information we process is provided to us directly by you (through our website, via personal correspondence or when registering as a new client) for one of the following reasons:

- To schedule coaching sessions.
- To carry out coaching sessions, via the telephone or Skype.
- To maintain records for compliance with obligations (legal, regulatory or professional body).

Under the General Data Protection Regulation (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 [rebecca@calmerllamacoaching.com](mailto:rebecca@calmerllamacoaching.com)**

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

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

**What we do with the information we have**

We use the information that you have given us in order to contact you to arrange and provide coaching.

We may share this information with professional bodies as required.

Any notes made during coaching sessions are treated as strictly confidential and will only be used to perform and deliver the contract entered into.

**How we store your information**

Your information is securely stored in a password protected secure drive.

We keep your personal data for 7 years after our most recent interaction in order to satisfy any legal, accounting or reporting requirements. We will then delete your data from the password protected secure drive.

**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 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 information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the 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 30 days to respond to you.

Please contact us at [rebecca@calmerllamacoaching.com](mailto:rebecca@calmerllamacoaching.com) if you wish to make a request.

**Notification of changes to our privacy policy**

This privacy policy may be changed from time to time. Please visit the [Calmer Llama Coaching website](#) to view the latest version of our privacy notice.

**How to complain**

If you are unhappy with how we are handling your data you have the right to complain. We hope that you will raise your complaint with us in the 1<sup>st</sup> instance so that we have the opportunity to deal with your concerns. However, you can also complain direct to the ICO at <https://ico.org.uk/make-a-complaint/> or via telephone (0303 123 1113) or write to them at:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF