

# FERN Coaching and Mentoring customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

## Contact details

Telephone

07703045529

Email

becky@ferncoaching.co.uk

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions) where disclosed during coaching and relevant
- Account information
- Website user information (including user journeys and cookie tracking)
- Call recordings, which are only done with explicit consent on each occasion
- notes of coaching meetings
- Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Records of consent, where appropriate

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

## Where we get personal information from

- People directly

## How long we keep information

For information on how long we keep personal information, see our retention schedule at <https://www.ferncoaching.co.uk/confidentiality-privacy>

Data processors

## **IT Support**

This data processor does the following activities for us: support and backup IT systems

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons - only where we are genuinely concerned about immediate harm to you or someone you've talked about during coaching.
- Organisations we're legally obliged to share personal information with

## 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 data.

**Your right to rectification** - You have the right to ask us to rectify personal data 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 data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have 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 personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

10 July 2024