

Generated privacy notice - general business

Ashlee Paris-Jabang Coaching customer privacy notice

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

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Contact details

Email

hello@ashleeparisjabang.com

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

- Health and safety information
- Records of meetings and decisions

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

- Names and contact details
- Marketing preferences

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)

- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **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. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

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

Our lawful bases for the collection and use of your data

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

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- As a life coach, I keep a diary to track clients' progress, which involves collecting and using personal information. Legitimate interest: My primary reason for collecting this information is to provide personalized, effective guidance and support tailored to each client's unique needs. Benefit of collecting information: By monitoring clients' progress, challenges, and achievements, I can adjust my coaching strategies to ensure the most beneficial outcomes, helping clients achieve their goals. Balance of benefits vs. risks: While there are potential risks, such as privacy concerns, I implement strict confidentiality measures to protect the information. The benefits of more effective coaching outweigh these risks. Client-first approach: I prioritize my clients' well-being and success, ensuring that their needs are never unfairly outweighed by my own.

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

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Consent and Opt-in/Opt-out: I will request explicit consent before capturing email addresses. Individuals have the freedom to opt in or out at any time and can be removed from the mailing list whenever they choose. Legitimate interest: My primary interest in collecting email addresses is to provide valuable service updates and marketing content that benefits those interested in personal development and coaching. Benefit

of collecting information: By capturing emails, I can share relevant coaching tips, exclusive offers, and lead magnets that provide additional resources or opportunities for personal growth. This information is designed to help individuals make informed decisions and take advantage of services that could benefit them. Balance of benefits vs. risks: While there are potential concerns regarding privacy and the use of personal information, I ensure that all communications are meaningful and valuable, with strict measures in place to protect individuals' data. The ability to opt out at any time further minimizes any potential impact. Client-first approach: My marketing strategy is designed to enhance the value I provide to those on my mailing list, without unfairly prioritizing my interests over theirs. The focus remains on offering helpful content and opportunities, allowing recipients to engage as much or as little as they choose.

Where we get personal information from

- Directly from you

How long we keep information

1. Client Personal Information

Retention Period: 5 years after the last coaching session.

Rationale: Retaining personal information such as name, contact details, and coaching session notes for five years allows you to provide follow-up services, maintain records for reference in case the client returns, and comply with any legal requirements related to professional record-keeping.

Action: After 5 years, securely delete or anonymize the personal data unless required by law to retain it longer.

2. Marketing and Promotional Data

Retention Period: 2 years from the date of last interaction (e.g., last email opened or clicked).

Rationale: Keeping marketing data for two years allows you to engage with potential clients who have shown interest in your services, but also ensures that your marketing lists remain current and relevant.

Action: Regularly review and purge inactive contacts who have not engaged with your marketing communications within this period, while giving recipients an option to opt-out.

Payments

We use third-party services to manage and process payments for our coaching sessions and other services. These services handle all payment transactions securely, and we do not collect or store any payment-related personal information on our website.

Calendly: When you book a session through our website, the scheduling and payment processes may be handled by Calendly. Calendly may collect your personal and payment information to schedule and process your booking. For more details on how Calendly handles your data, please refer to their Privacy Policy.

PayPal: If you choose to pay for our services via PayPal, you will be redirected to PayPal's platform, where your payment will be securely processed. We do not have access to your payment details. For more information on PayPal's privacy practices, please refer to their Privacy Policy.

Stripe: Payments may also be processed via Stripe, which handles your payment information securely on their platform. We do not store or process any of your payment details. For further details on how Stripe protects your data, please review their Privacy Policy.

Please refer to the respective privacy policies of these services for more information on how your personal and payment information is managed. If you have any questions or concerns about how your data is handled during the payment process, please contact the respective service provider directly.

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> HYPERLINK
["https://ico.org.uk/make-a-complaint/"](https://ico.org.uk/make-a-complaint/)/make-a-complaint

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