

# Privacy Policy

**Colours of Change - Mushrat Sadiq**

**Effective Date:** 10/11/2025

**Last Updated:** 23/01/2026

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## Who We Are

**Colours of Change** is a coaching practice operated by Mushrat Sadiq.

### Contact:

Email: support@coloursofchange.uk

Phone: 07459 167377

Address: Unit 160593, PO Box 7169, Poole, BH15 9EL

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## What Information We Collect

We collect and process the following personal information:

### When You Book Coaching

- Your name
- Email address
- Phone number
- Payment information (processed securely through our payment provider)

### During Coaching

- Session notes and records
- Information you share during coaching sessions
- Any health or personal circumstances relevant to your coaching goals

### Website & Communications

- Email correspondence
  - Booking and scheduling information
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## How We Use Your Information

We use your personal information to:

Deliver coaching services to you

Communicate about sessions and bookings  
Process payments  
Keep records for legal and professional requirements  
Improve our services

## Legal Basis

We process your data under: - **Contract** - to provide coaching services you've booked - **Legitimate Interest** - to run our business and maintain records - **Legal Obligation** - to comply with tax and accounting requirements

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## How We Store Your Information

### Security

Your information is stored securely on: - Password-protected computer - Secure cloud storage (Zoom for session recordings if applicable) - Encrypted email

### Keep It

- **Coaching records:** 6 years after our last session (professional and tax requirements)
  - **Payment records:** 6 years (HMRC requirement)
  - **Marketing communications:** Until you unsubscribe
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## Who We Share Your Information With

We do **not** sell or share your personal information with third parties, except:

- **Payment processors** (to process your payments securely)
- **Accountant/bookkeeper** (for tax and accounting purposes - financial records only, not session content)
- **Legal requirement** (if required by law, court order, or to prevent harm)

## Confidentiality

Everything you share in coaching sessions remains confidential, except where: - There is risk of harm to yourself or others - Child protection concerns arise - Required by law or court order - You give written permission

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## Your Rights

Under UK GDPR and Data Protection Act 2018, you have the right to:

**Access** - Request a copy of your personal data

**Correction** - Ask us to correct inaccurate information

**Deletion** - Request deletion of your data (subject to legal requirements)

**Restriction** - Ask us to limit how we use your data

**Objection** - Object to processing based on legitimate interest

**Portability** - Receive your data in a portable format [How to](#)

## Exercise Your Rights

Email: [support@coloursofchange.uk](mailto:support@coloursofchange.uk)

Phone: 07459 167377

We will respond within **one month**.

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## Cookies & Website

Our website does not currently use cookies. If this changes, we will update this policy and notify you.

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## Marketing

We may occasionally send you information about our services. You can unsubscribe at any time by: - Clicking “unsubscribe” in any email - Emailing us at [support@coloursofchange.uk](mailto:support@coloursofchange.uk)- Calling 07459167377

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## Complaints

If you're unhappy with how we handle your personal data, you can:

1. **Contact us directly:** [support@coloursofchange.uk](mailto:support@coloursofchange.uk) / 07459 167377. **Contact the ICO (Information Commissioner's Office):**

- Website: [ico.org.uk](http://ico.org.uk) ○ Phone: 0303 123 1113 ○ Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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## Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with a new “Last Updated” date.

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## Contact Us

If you have any questions about this Privacy Policy or how we handle your data:

### **Colours of Change**

Mushrat Sadiq

Unit 160593, PO Box 7169, Poole, BH15 9EL

**Email:** [support@coloursofchange.uk](mailto:support@coloursofchange.uk)

**Phone:** 07459 167377

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**Policy Approved By:** Mushrat Sadiq, Owner/Practitioner

**Next Review Date:** 10/11/2026