

Privacy Notice

Effective Date: 23rd June 2025

Date for Renewal: 23rd June 2026

1. Data Controller

Holly Jones Acting Coach (“we”, “us”, “our”) operates <https://hollyjonesactingcoach.co.uk>. Our contact email is holly@hollyjonesactingcoach.co.uk.

2. Personal Data We Collect

- **Contact Form Submissions:** name, email, attached files/messages.
- **Email Inquiries:** email address, contents of your message.
- **Browsing Data & Cookies:** IP address, browser type, usage patterns, and cookies to track and improve site performance.
- **Payment Information:** see Section 8.

3. How We Use Your Data

- Respond to your enquiries or booking requests.
- Analyse site performance and usage trends.
- Send updates or marketing only if you've opted in.

Legal basis:

- Performance of a contract (booking inquiries).
- Legitimate interests (site analytics and improvements).
- Consent (for marketing communications).

4. Cookies & Tracking

We use cookies to analyse traffic and optimise experience.

- **Essential cookies:** required for site functionality.
- **Analytical cookies:** gather anonymised data to improve our services.

You can accept or decline non-essential cookies via the cookie banner.

5. Sharing with Third Parties

We may share your data with:

- **Service providers** (e.g., website hosting, email tools).
- **Legal or regulatory authorities**, if required by law.

- **Marketing or analytics platforms**, only when you consent.

All processors are GDPR-compliant and under contract to protect your data.

6. Data Retention

We retain your data only as long as needed for the purposes collected, or as required by law (e.g., accounting or tax records). After, data is securely deleted or anonymised.

7. Your Rights

You have the right to:

- **Access** your personal data.
- **Rectify** inaccurate or incomplete data.
- **Erase** your data (“right to be forgotten”).
- **Restrict** or **object** to processing.
- **Data portability** (receive a copy in machine-readable format).
- **Withdraw consent** at any time (for cookies/marketing).

To exercise these rights or raise complaints, email holly@hollyjonesactingcoach.co.uk. If unsatisfied, you can contact the **UK Information Commissioner’s Office (ICO)**.

8. Payment Processing

When you make a payment for coaching services:

- **Payment data** (e.g., card details, billing address) is handled securely via **bank transfer**.
- We **do not store or have access to your full payment card details**.
- The processor collects and processes payment data on our behalf under strict data protection obligations.

We retain transaction records (not card numbers) for accounting and legal compliance purposes.

9. Minors

Under-18s must obtain parental consent before sharing personal data.

10. Updates

We may revise this policy as needed (e.g., when legal basis or services change); and check back periodically for changes. We will update this policy annually. Any updates will be reflected with a new “effective date” above.



11. Contact Us

For questions, data requests, or other privacy-related concerns, please contact:

Holly Jones Acting Coach

Email: holly@hollyjonesactingcoach.co.uk