



PRIVACY POLICY

Courageous Pigeon Leadership Coaching

1. Ownership Information

Courageous Pigeon Leadership Coaching is the trading name for Ziya Moustafa. This privacy policy will explain what to expect that we do with your personal information.

2. Topics

- What data we collect
- Where your data comes from
- How we use your data and why
- How we store your data and for how long
- Marketing
- Your data protection rights
- How to complain

3. What data we collect

Courageous Pigeon collects:

- Names including titles and pronouns
- Contact details such as addresses, phone numbers and email addresses
- Appropriate 3rd party contact details (such as sponsor)
- Occupation
- Employment
- Records of meetings and decisions
- Details to facilitate payment
- Usage data (including information about how you interact with and use our website, products and services)
- Video meeting recordings and transcription if permission is granted on each and every occasion

4. Where your data comes from

You provide Courageous Pigeon with most of the data we collect. We collect data and process data when you:

- Contact us directly

- Register online or engage with our services
- Voluntarily complete a customer survey or provide feedback in person or electronically
- Providers of marketing lists or other personal information
- Use or viewing our website via your browser's cookies

5. *How we use your data*

Courageous Pigeon collects your data on a Lawful Basis, being to

- Fulfil your request for coaching services professionally and safely
- Manage your account
- Email you with related services that you may find interesting

The Lawful Bases under which the above items fall are

- Consent
- Contract
- Legal obligation
- Vital Interest and
- Legitimate interest

More information about [lawful bases](#) in UK GDPR can be found on the link.

6. *How we store your data and for how long*

Your data is held electronically using all reasonable safeguards including secure cloud storage, strong password and access controls and confidential handling of coaching notes.

Courageous Pigeon retains personal data only as long as necessary:

- Coaching records: up to 7 years (for professional and legal purposes)
- Financial records: 6 years (HMRC requirement)
- Contact enquiries: 12 months

After this period, data is securely deleted or anonymised.

7. *Marketing*

Courageous Pigeon would like to send you information about our products and services that we think you might like. If you have agreed to receive marketing,

you may opt out at a later date. You have the right at any time to stop Courageous Pigeon from contacting you for marketing purposes.

8. *Your data protection rights*

The right to access – you have the right to request Courageous Pigeon provides copies of your personal data. We may charge you a small administration fee for this.

The right to rectification – you have the right to request Courageous Pigeon to amend any information you believe is inaccurate or incomplete.

The right to erasure – you have the right to request that Courageous Pigeon erases your personal data where we do not have a legal need to do so.

The right to restrict processing – you have the right to object to Courageous Pigeon's processing of your personal data, under certain conditions.

The right to data portability – you have the right to request that Courageous Pigeon transfers the data we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:
zm@courageouspigeon.co.uk

9. *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>