

Spark Change Coaching Privacy Policy

Our contact details

Name: Justyn Waterman

Address: 96 Darwin Road, London, W5 4BH

E-mail: jmwcoaching1@gmail.com

I currently collect and process the following information:

- Name and contact details.
- Notes I may make when I provide coaching services

Most of the personal information I have is provided to me directly by you when you are enquiring about or engaging my coaching services.

Sometimes I may receive a referral from another coach for you.

I use the information that you have given me to provide my coaching services.

I share your contact details with International Coaching Federation (ICF) to show the hours I work. The ICF may get in touch with you to verify that you are my client and the hours we worked together.

Under the General Data Protection Regulation (GDPR), the lawful basis for me holding and retaining this information is to fulfil the contractual obligation I have with you.

As a precautionary measure, I back up and store a majority of the information collected regarding coaching client data with Dropbox, a 3rd party cloud storage company. Data provided to me will be stored on Dropbox's cloud.

I keep records of my coaching sessions for 5 years, after which it is deleted.

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 information.

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

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

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact me if you wish to make a request.

How to complain

If you have any concerns about my use of your personal information, you can make a complaint to me.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>