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**Privacy Policy**

Hayley Ryan Coaching is committed to maintaining robust privacy protections for its users. This policy outlines how Hayley Ryan Coaching collect, use, share and safeguard information we receive from our clients and other organisations. We will take the necessary steps to ensure that users information is safeguarded and kept in accordance with applicable laws and regulations.

If you use our services, you confirm that you have the relevant authority to enter into a legal Agreement with us whether as an individual or other legal entity.

If you do not wish to be bound by this Privacy Policy and our Terms of Use, you are advised not to use the Website.

**BACKGROUND:**

The General Data Protection Regulation (GDPR) forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018). The GDPR is a regulation in European Union law on data protection and privacy for all individual with the EU and European Economic Area (EEA). The GDPR aims to give control to citizens and residents over their personal data and to simplify the regulatory environment for international businesses by unifying the regulation with the EU.

If you use our services, you confirm that you have the relevant authority to enter into a legal Agreement with us whether as an individual or other legal entity.

If you do not wish to be bound by this Privacy Policy and our Terms of Use, you are advised not to use the Website.

**1. Definitions and Interpretation**

In this Policy, the following terms shall have the following meanings:

“personal data”
means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation (“GDPR”); and

“We/Us/Our”
means Hayley Ryan Coaching.

**2. Information About Us**

2.1 Our Site is owned and operated by Hayley Ryan Coaching

2.2 Our Data Protection Officer is Hayley Ryan and can be contacted by email at hayleyryancoaching@outlook.com  or by post at is 128 Andrew Road, Penarth, CF64 2NW

**3. What Does This Policy Cover?**

This Privacy Policy applies only to your use of this website. Our website may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

**4. Your Rights**

4.1 As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data have been designed to uphold:

4.1.1 Right to be informed: You have the right to know how we processes your information, you have the right to expect that we will hold all personal details in a secure and protected environment, and to know how we are meeting that obligation, you have the right to know how long your data will be kept for;

4.1.2 Right of access: You have the right to access any personal data that We hold on you (section 8). You can request access by using a Subject Access Request Form;

4.1.3 Right to Rectification: You have the right to expect that we will, without delay, rectify any data held about you that is inaccurate or requires updating;

4.1.4 Right to Erasure: (a.k.a. ‘The Right to be Forgotten’) You have, at any time, the right to request that we delete any personal data we hold about you (unless we are obliged to hold it for legal reasons or to carry our public tasks);

4.1.5 Right to restrict processing: You have the right to request that We not process your data in any circumstances where you have concerns as to its accuracy, or in circumstances where you prefer this option to the erasure of your data;

4.1.6 Right to Data Portability: You have the right to have your data transmitted to you in a commonly used electronic format (e.g. by e-mail) and the right to share that data with another party without hindrance from Us;

4.1.7 Right to Object: You have the right to object to our processing your data on grounds relating to any particular situation, except in cases where you have explicitly consented to our processing your data (a consent you withdraw), or in cases where we are required to process your data to perform a contract or fulfil a legal obligation;

4.1.8 The right not to be subject to automated decision-making: We are obliged to provide safeguards for individuals against the risk that a potentially damaging decision is taken without human intervention.

4.2 If you have any case for complaint about our use of your personal data, please contact us using the details provided in section 9 and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK’s supervisory authority, the Information Commissioner’s Office.

4.3 For further information about your rights, please contact the Information Commissioner’s Office or your local Citizens Advice Bureau.

**5. What Data Do We Collect?**

Your information will be used by us to enable us to provide our services to you. We act as a Data Controller (unless only processing data under a separate agreement) and undertake to protect personal and sensitive data in a manner that is consistent with the requirements of the UK data legislation and the GDPR. We will take reasonable measures to ensure the secure storage of your data.

5.1 Cookies – Hayley Ryan Coaching is built on the WordPress Content Management System platform and will store cookies on your computer. In addition Hayley Ryan Coaching uses social sharing plugins and these third party plugins will also store cookies. This is outside the control of Hayley Ryan Coaching. You should refer to the Privacy and Cookie Policy of any social media and/or channel used to link to our website. (See Appendix 1 for further information on how we use Cookies).

5.2 Contact form - We use the details that you give us, by email or phone, to follow up on enquiries, to send you general information about us and our services, to ask for feedback, reviews or testimonials, to deal with complaints or any reports about other user’s use of the Website. The basis for holding this information is as being for legitimate legal purposes or to fulfil a contractual obligation where the contact is from an existing client. We will only ever use your details to respond to your enquires.

5.3 Subscribe form – by entering your details into our subscribe form, you agree to be added to our marketing mailing list. Your details will be stored securely with a third party such as Mailchimp.

5.4 Sign up form – by signing up to Hayley Ryan Coaching as a member, your name and email address is stored on our secure server. We will never share these details with a third party. You will also be added to our marketing mailing list but should you wish to unsubscribe, you are free to do so at any time while remaining a member of Company Name.

5.5 Google Maps – We to show our location on our Contact page. We do not track your geographical location. You should refer to the Google Maps Privacy Policy at <https://privacy.google.com/intl/en-GB/your-data.html>

5.6 Photos - We will ask for your express consent to post any photos of you on our website and you will always be given the option to opt-out or remove any photos displayed. We will not give any further personal details alongside any photos used on our website gallery.

5.7 Website Links - Users of the Hayley Ryan Coaching website are advised to adopt a policy of caution before clicking on any external web links. [External links are clickable text / banner / image links to other websites.] Clicking an external link will take the user away from our website. Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website’s Terms of Use.
We cannot guarantee or verify the contents of any externally linked website and users click on external links at their own risk. Hayley Ryan Coaching and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

**6. How Do We Use Your Data?**

6.1 If we do collect any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under GDPR at all times. For more details on security see section 7, below.

6.2 All data given by clients of Hayley Ryan Coaching is recorded by us in accordance with the client’s preferences and as permitted under the GDPR and Data Protection Act 2018. Data will be held on one of the following grounds; with a client’s specific consent; where data retention is necessitated by a contractual relationship; on the grounds of being a legitimate business interest; where information held is due to medical intervention provided by Hayley Ryan Coaching or in relation to Hayley Ryan Coaching input provided by another professional.

6.3 You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

6.4 We will not share any of your data with any third parties for any purposes.

**7. How and Where Do We Store Your Data?**

7.1 We only keep your personal data for as long as we need to in order to use it as described above in section 6, and/or for as long as we have your permission to keep it.

7.2 Your data will only be stored in the UK. Hayley Ryan Coaching is hosted on a UK server.

7.3 Data security is very important to Us, and to protect your data We have taken suitable measures to safeguard and secure any data We hold about you (even if it is only your email address).

7.4 Should you choose to unsubscribe from our mailing list, please note that your personal data may still be retained on our database to the extent permitted by law. Normally this will be on a ‘suppression list’ to ensure that we do not contact you in circumstances where you have withdrawn your consent.

**8. Sharing your Data**

We will not share, sell or rent your details to any third party.

If it is necessary to share data with a subcontractor working on our behalf, the Data Controller will be informed without delay. Any third party must adhere to all data protection laws and regulations.

We may disclose personal information if we are required to do so by law, in connection with any legal proceedings, and in order to establish, exercise or defend our legal rights.

**9. Marketing**

We will only send you emails about our products and services, i.e. direct marketing, with your express consent. You have the option not to give consent and to withdraw consent at any time. You may withdraw your consent for us to contact you by contacting us at hayleyryancoaching@outlook.com

**10. Data Breaches**

We will report any unlawful breach of data as required by the GDPR within 72 hours of the breach occurring, if it is considered that there is an actual, or possibility, that data within our control including the control of our data processors, has been compromised. If the breach is classified as ‘high risk’ we will notify all data subjects concerned using an appropriate means of communication. We will report any relevant breaches of date to the Information Commissioner’s Office (ICO).

**11. How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by Us (where such data is held) and we will provide any and all information in response to your request free of charge.] Please contact us for more details at hayleyryancoaching@outlook.com or using the contact details below in section 9.

**12. Contacting Us**

If you have any questions about our Site or this Privacy Policy, please contact us by email at hayleyryancoaching@outlook.com by post at Hayley Ryan Coaching, 128 Andrew Road, Penarth, CF64 2NW. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 8, above).

**13. Changes to Our Privacy Policy**

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on our website and you will be deemed to have accepted the terms of the Privacy Policy on your first use of the website following the alterations. We recommend that you check this page regularly to keep up-to-date.

**Appendix**

**How do we use Cookies?**

Cookies are small files saved to the user’s computer hard drive that track, save and store information about the user’s interactions and usage of the website. This allows the website, through its server, to provide the user with a tailored experience when navigating the website. Session Cookies may be used to validate your access to different parts of the website.

Hayley Ryan Coaching uses Cookies to help the Company identify and track visitors, their usage of the website, and their website access preferences. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of Cookies on their computer or device. This complies with UK legislation which requires that explicit consent is given before reading files are left, or applied, on a user’s computer or device. We do not use Cookies to collect any information that identifies you personally.

If you accept the use of Cookies on this website, you consent to the processing of data about you by us and any third parties as identified above in accordance with this policy and our Privacy Policy. You have the right to withdraw your consent at any time by emailing the Data Controller at hayleyryancoaching@outlook.com

If you are uncomfortable with the use of Cookies, you can disable Cookies on your device by changing the settings in the preferences or options menu in your browser.  You can set your browser to reject or block Cookies or to tell you when a website tries to put a cookie on your device. You can also delete any Cookies that are already stored on your device.  However, please be aware that if you do delete and block all Cookies from our website, parts of the site my not fully function.