



# PRIVACY NOTICE

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## Privacy Notice - IntoOut Health & Wellbeing Coaching

Effective Date: 1 September 2025

At IntoOut Health & Wellbeing Coaching, your privacy is important. This Privacy Notice outlines how we collect, use, store, and protect your personal data in line with the UK General Data Protection Regulation (UK GDPR) and other applicable data protection laws.

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### 1. Who We Are

IntoOut Health & Wellbeing Coaching is a coaching service dedicated to supporting individuals in achieving greater wellbeing, health, and personal growth.

#### Contact Information:

*Julie Norton, IntoOut Health & Wellbeing Coaching*

Email: [julie@intoout.co.uk](mailto:julie@intoout.co.uk)

Phone: 07730384005

Data Controller: Julie Norton, IntoOut Health & Wellbeing Coaching

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### 2. What Data We Collect

We may collect and process the following types of personal data:

- Contact details: name, phone number, email address, postal address
  - Health and wellbeing information (only where necessary and with your explicit consent)
  - Coaching history: notes from sessions, progress tracking
  - Payment information
  - Marketing preferences
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### 3. How We Use Your Data

We use your personal data to:

- Provide you with coaching services
  - Communicate with you about appointments, resources, or relevant updates
  - Maintain accurate records
  - Respond to your enquiries
  - Comply with legal obligations
  - Send occasional updates or newsletters (with your consent)
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### 4. Lawful Basis for Processing

We process your data under one or more of the following lawful bases:

- Consent: where you have given clear permission
  - Contract: when processing is necessary to deliver our services
  - Legal obligation: for compliance with applicable laws
  - Legitimate interests: to improve and run our services (unless your rights override this)
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### 5. How We Store and Protect Your Data

Your information is stored securely, and we take reasonable steps to protect it from loss, misuse, or unauthorised access. Digital records are kept in password-protected systems and, where applicable, encrypted.

We retain personal data only as long as necessary for the purposes described above or as required by law (e.g., tax or insurance requirements).

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### 6. Sharing Your Data

We do not sell or trade your data. We may share it only when necessary with:

- Professional service providers (e.g. payment processors)
  - Regulatory bodies, where legally required
  - Emergency services, if there is a risk of serious harm
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## 7. Your Rights

You have the right to:

- Access the personal data we hold about you
  - Correct inaccuracies
  - Request deletion (in certain circumstances)
  - Withdraw your consent at any time
  - Object to or restrict certain types of processing
  - Lodge a complaint with the Information Commissioner's Office (ICO)
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## 9. Changes to This Privacy Notice

We may update this Privacy Notice occasionally. The latest version will always be available on our website or upon request.

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