

## Epic Horizons Coaching Privacy Policy & GDPR



The privacy and data security of our clients and mailing list subscribers is important to us. Below you will find details of how Epic Horizons Coaching (also referred to in this policy as “EHC”, “we”, “us”, “our”, “our company” etc) uses personal data.

### **What Information do we hold about you?**

**Customer Data:** this may include biographical information including your first name, maiden name, last name, marital status, title, date of birth, gender, billing address, delivery address, username and password, purchases or orders, your bank or card details, your interests, preferences, feedback, and survey responses. We process this data to supply the goods and/or services you have purchased and to keep records of such transactions.

**Data from interactions with Epic Horizons Coaching:** this may include detailed notes from and records of coaching sessions or workshops, records of communications and interactions we have had with you, records of financial transactions with EHC including invoice payments and bank details.

### **Where does our Information come from?**

You directly provide us with most of the data we collect.

**Information you supply to us:** you may supply us with information about yourself by filling in forms on our website or making direct contact with us via email or telephone or entering a coaching relationship with us. This includes information you provide when you submit a contact/enquiry/request for information form or complete a customer survey or provide feedback on any of our message boards or via email and information you share during our workshops or coaching sessions.

**Information our website automatically collects about you.** Regarding each of your visits to our website we may automatically collect information including the following:

- **technical information**, including a truncated and anonymised version of your Internet protocol (IP) address, browser type and version, operating system, and platform.

- **information about your visit**, including what pages you visit, how long you are on the site, how you got to the site (including date and time); page response times, length of visit, what you click on, documents downloaded and download errors.

### **How do we use information about you?**

Epic Horizons Coaching collects your data so that we can:

- Process your order and manage your account or contract with us.
- To make our website more useful and tailored to you.
- Tailor our Coaching programmes to your specific situation and needs
- Email you with special offers on other products and services we think you might like.

### **Storing and sharing your personal information**

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Your data is stored on EHC's office computer which is password protected. Handwritten notes are stored securely at our home office. Data on current clients that I am actively working with is also stored in my mobile telephone that is also password encrypted. If our coaching is carried out via Zoom or a similar communication application, contact data will be stored within the application for the duration that we are actively in a coaching relationship.

We do not share your data with 3<sup>rd</sup> Parties.

### **How long do we keep your data for?**

We will only keep your personal information for as long as reasonably necessary to fulfil the relevant purposes set out in this privacy notice and to comply with our legal and regulatory obligations.

If you have entered into a Coaching Agreement with us, we store your personal coaching records and notes for 1 year beyond the end of our contractual relationship, unless you have indicated that you wish to continue with coaching at a future date. We may keep client testimonials beyond this timeframe for marketing purposes. We will keep your contact details if you have given permission for us to stay in touch with you. If you have subscribed to our website or any membership groups, marketing, or newsletter emails, we keep your contact details until you indicate that you no longer wish to receive these. If you have agreed to receive emails from us, you may always opt out at a later date by emailing us at [crwperformancecoach@gmail.com](mailto:crwperformancecoach@gmail.com)

### **What are your data protection rights?**

We would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request from us copies of your personal data.

**The right to rectification** – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request we complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that EHC erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that EHC restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to EHC’s processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that EHC transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you have any questions about how we process your personal data or you wish to opt-out of certain types of processing or communications, please contact us at [crwperformancecoach@gmail.com](mailto:crwperformancecoach@gmail.com)

## **Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

### **How do we use cookies?**

Our Company may use cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

### **What types of cookies do we use?**

There are a number of different types of cookies, however, our website may use:

- **Functionality** – we use these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – we may use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

### **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

**Privacy policies of other websites**

Occasionally our website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

**Changes to our privacy policy**

We keep our privacy policy under regular review and place any updates on this web page. Please check back frequently to see any updates or changes to our privacy policy.