

Chloe O.

The Divorce and Separation Coach



Privacy Policy

Our contact details

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Website : www.thedivorceandseparationcoach.com

The type of personal information we collect

During our coaching relationship, I will likely become privy to information or data about yourself and your family, including but not limited to: session notes, emails, text messages, intake form and the coaching agreement.

We currently collect and process the following information:

- You personal identifiers, contacts and characteristics (for example, name and contact details)
- Personal identifiers and characteristics about your spouse or partner and your children
- Information about the nature of your relationship and the causes for your breakup
- Names of other divorce professionals you are working with (optional)
- Information on you and your family's health as you choose to share it

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Newsletter subscription form (online)
- Intake form
- Coaching sessions
- Coaching session bookings

We use the information that you have given us in order to:

- 1- Better understand the context for the support you are seeking from our services
- 2- Be able to contact you about coaching sessions and other services
- 3- Include you in our mailing list for future communications.

The information exchanged between coach and client is confidential except as required by law.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting chloe@thedivorceandseparationcoach.com

(b) We have a contractual obligation.

How we store your personal information

Your information is securely stored.

We keep all personal information for a period of 6 years. We will then dispose your information.

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 us at chloe@thedivorceandseparationcoach.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at chloe@thedivorceandseparationcoach.com.

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>