

Privacy Notice

Effective Date: 20/10/2025

Company Name: North Lakes Health Coaching

Website: [www.NorthLakesHealthCoaching.com

Contact Email: Info@NorthLakesHealthCoaching.com



1. Introduction

North Lakes Health Coaching (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal information.

This Privacy Notice explains how we collect, use, store, and protect your data when you use our website or book a taster session health-coaching session from us.

We process personal data in accordance with the **UK General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**.

2. Who We Are

We are an online health-coaching company providing lifestyle and wellbeing coaching to adults.

We are the **data controller** for the personal information we collect.

If you have questions about this notice, please contact:

Data Protection Lead: Carol Morgan

Email: info@NorthLakesHealthCoaching.com

Address: 1 Stable Cottages, Threlkeld, CA12 4TX

3. What Information We Collect

We may collect the following information when you interact with us:

a. Personal Information

- Name, date of birth, and contact details (email, phone number, address).
- Emergency-contact details (if provided).
- Payment or invoicing information.

b. Health-Related Information

- Information you choose to share about your lifestyle, health goals, or wellbeing.
- Any medical or health history you disclose to help tailor coaching sessions.

c. Technical Information

- IP address, browser type, and usage data (through cookies or analytics tools).

We collect only the minimum data necessary to provide our services safely and effectively.

4. How We Collect Your Information

- When you complete website forms, subscribe to newsletters, or book a session.
- During coaching sessions (video, phone, or email).
- Through payment providers or referral partners (with your consent).
- Automatically via website analytics and cookies (see section 11).

5. How We Use Your Information

We use your data to:

- Provide and manage coaching sessions and client communication.
- Maintain accurate client records.
- Process payments and invoices.
- Monitor service quality and compliance with CQC and legal obligations.
- Send you relevant information or resources (only with your consent).
- Respond to enquiries, feedback, or complaints.

We **never** sell your data to third parties.

6. Legal Basis for Processing

We process your data under the following lawful bases:

- **Contract:** to provide the coaching services you request.
- **Legal Obligation:** to meet regulatory or tax requirements.
- **Consent:** when you opt in to marketing or share health data voluntarily.
- **Legitimate Interest:** to improve our services and protect our business operations.

You may withdraw consent at any time by contacting us.

7. Sharing Your Information

We only share information when necessary to deliver our service or meet legal duties. Examples include:

- Secure data-hosting and scheduling providers.
- Payment processors.
- Professional supervisors, regulators, or insurers (where legally required).
- Emergency services or safeguarding authorities, **only if** someone is at risk of serious harm.

All partners and suppliers are GDPR-compliant and bound by confidentiality agreements.

8. Data Storage and Security

- All client data is stored securely on encrypted, password-protected systems.
- We use cloud-based platforms hosted within the UK or EEA (or in territories with adequate protection).
- Access is limited to authorised staff and contractors.
- We regularly review security measures to prevent loss, misuse, or unauthorised access.

9. How Long We Keep Your Information

We retain personal information only as long as necessary:

- Client records: normally **7 years** after your last session (or longer if required by regulation).
- Enquiry or marketing data: until you unsubscribe or request deletion. After this period, data is securely deleted or anonymised.

10. Your Rights

Under the UK GDPR you have the right to:

- Access a copy of your data.
- Request correction of inaccurate data.
- Request deletion (“right to be forgotten”) where appropriate.
- Restrict or object to processing.
- Data portability (to receive data in a machine-readable format).
- Withdraw consent for marketing or optional processing.

To exercise any of these rights, contact Info@NorthLakesHealthCoaching
If you are unsatisfied with our response, you can contact the **Information Commissioner's Office (ICO)** at www.ico.org.uk.

11. Cookies and Website Analytics

Our website uses cookies to improve user experience and analyse site performance. Cookies collect anonymous information such as page visits and device type. You can manage or delete cookies in your browser settings. See our separate **Cookie Policy** for details.

12. International Data Transfers

If we use service providers outside the UK or EEA, we ensure appropriate safeguards (such as adequacy decisions or standard contractual clauses) are in place to protect your data.

13. Children's Privacy

Our services are designed for adults aged 18 and over.
We do not knowingly collect personal data from anyone under 18.

14. Changes to This Notice

We may update this Privacy Notice from time to time.
Any significant changes will be posted on our website with an updated revision date.

15. Contact Us

For questions, data requests, or complaints about how we handle your data, please contact:

Data Protection Lead: Carol Morgan

Email: Info@NorthLakesHealthCoaching.com
Address: North Lakes Health Coaching, 1 Stable Cottages, Threlkeld, CA12 4TX

If you remain unhappy, you have the right to contact the **Information Commissioner's Office**:
Website: www.ico.org.uk **Telephone:** 0303 123 1113