

Matt Fox Coaching Privacy Policy

Our contact details

Name: Matt Fox

Address: Matt Fox Coaching, The Bristol Office, 2nd Floor, 5 High Street, Westbury-on-Trym, Bristol, BS9 3BY

Phone Number: 44 7764 815169

E-mail: matt@mattfoxcoaching.com

Web: www.mattfoxcoaching.com

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The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Payment information via a 3rd party system (Stripe)

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:

- You complete a form on our website
- You email us directly
- You purchase coaching services from us

We also receive personal information indirectly, from the following sources in the following scenarios:

- LinkedIn - content, searches and adverts for / to people who might have a legitimate interest in our services
- Facebook - adverts or posts
- Zoom -registration for event and recordings of sessions
- Google Calendar - calendar invites for sessions
- Calendly - calendar booking for sessions

We use the information that you have given us in order to send you emails or allow you into training events.

We record Zoom calls for training and monitoring purposes.

We use Calendly to schedule and manage bookings

We use Facebook Groups to run coaching programmes

We use LinkedIn to obtain potential customer details and to run online events

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 matt@mattfoxcoaching.com

(b) We have a contractual obligation.

(c) We have a legal obligation.

(e) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your email address and contact details for the duration of our time working together and up to 5 years after our last session, as many clients return for more work. We will then dispose your information by deleting your email contact and your records from all our systems

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 matt@mattfoxcoaching.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 matt@mattfoxcoaching.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>