



ROLLING STONE
COACHING
MOVEMENT | MOMENTUM | CHANGE

Privacy

Your personal data – what is it?

“Personal data” is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, address, full IP address etc.) Identification can be by the information alone or in conjunction with any other information. The processing of personal data is governed by [the Data Protection Bill/Act 2017 the General Data Protection Regulation ^{2016/679} (the “GDPR” and other legislation relating to personal data and rights such as the Human Rights Act 1998

Your rights and your personal data

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity. In such cases we will need you to respond with proof of your identity before you can exercise these rights. There are no fees or charges for the first request but additional requests for the same data may be subject to an administrative fee.

The right to access information we hold about you. At any point you can contact us to request a copy of the summary of our session notes and how we store that information. Once we have received your request we will respond within one month.

The right to correct and update the information we hold about you. If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.

The right to have your information erased. If you feel that we should no longer be holding and using your data, you can request that we erase the data we hold. We will confirm when that has been done, or if there is an (unlikely) reason why we can't do it (for example for regulatory purposes).

The right to object to processing of your data. We will only use your data for Christmas card, the occasional Mailchimp newsletter and for gathering statistics about coaching demographics. You can ask us to stop processing your data in that way at any time.

The right to data portability. You have the right to request that we transfer some of your data to another coach. We will comply with your request within one month.

The right to withdraw your consent to the processing at any time for any processing of data to which consent was sought. You can withdraw your consent easily by emailing Marcie@rollingstonecoaching.com

How we use your information

We use the information in the following ways.

1. Anonymous case studies for articles or blogs or presentations.
2. Provide, operate, and maintain our services through administrative correspondence with and to you;
3. Develop new products, services, features, and functionality;
4. Communicate with you directly to send you a Christmas card or to send you a very occasional e-newsletter about the work Rolling Stone Coaching is doing that may be of interest to you.
5. Process some transactions;
6. Find and prevent fraud; and
7. For compliance purposes, including enforcing our Terms of Service, or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency.

People who contact us via social media

We use Facebook, Twitter and LinkedIn to manage our social media interactions with the public. If you send us a private or direct message via social media it will not be shared with any other organisations.

How we store your information

Anything that is printed out is scanned and saved in a password protected folder. All paper copies are shredded.

Notes that are taken during the coaching sessions are saved behind a password protected folder.

Email attachments that are sent in by clients are saved behind a password protected folder.

We store all emails using Gmail for business. See their [Privacy Policy](#).

Complaints or queries

Rolling Stone Coaching tries to meet the highest standards when collecting and using personal information. We take any complaints really seriously so please do contact us if you think something about this policy or the way we do things is unfair. And if you can think of any improvements, please do email us. Marcie@rollingstonecoaching.com

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 5 November 2018.

