

Privacy Notice

Who Am I?

Stronger Bonds Coaching & Mentoring is operated by Kayla Ratcliffe (“I”, “me”, “my”). I am committed to protecting your privacy and handling your personal information responsibly and transparently.

If you have any questions about this Privacy Notice or how your information is used, please contact:

Email: strongerbondskoaching@outlook.com

What Information I Collect

Depending on how you engage with my services, I may collect:

- Name
- Email address
- Telephone number
- Information shared through enquiry forms and coaching questionnaires
- Coaching notes and reflections
- Information relating to your coaching goals and progress
- Payment and invoice information
- Correspondence via email, telephone or text message

I only collect information that is necessary to provide coaching services safely and effectively.

How I Use Your Information

Your information may be used to:

- Respond to enquiries
- Arrange and deliver coaching sessions
- Maintain coaching records and notes
- Send invoices and manage payments
- Communicate regarding appointments
- Review and improve my coaching practice through supervision
- Meet legal and professional obligations

I will never sell your personal information to third parties.

Testimonials and Case Studies

From time to time, I may ask whether you would be willing to provide a testimonial or allow aspects of your coaching journey to be shared as a case study. This is entirely optional.

I will only use testimonials, case studies or any identifiable personal information with your explicit consent. You may choose whether your name is included, anonymised or omitted altogether, and you may withdraw your consent at any time before publication.

Confidentiality

Information shared during coaching sessions is treated confidentially.

However, confidentiality may be broken where:

- There is a serious risk of harm to yourself or another person;
- I am required to disclose information by law;
- Disclosure is necessary to protect someone from significant harm.

As part of professional supervision, I may discuss aspects of our coaching work with a supervisor. Your name and any identifying information will not be shared unless absolutely necessary and with your knowledge wherever possible.

Legal Basis for Processing Your Information

I process your information under the following lawful bases:

- Performance of a contract (to provide coaching services to you).
- Legitimate interests (to run and improve my coaching practice).
- Legal obligations (for accounting and tax purposes).
- Consent (where specific consent is required).

How Your Information Is Stored

Your information is stored securely using password-protected devices and secure systems.

Reasonable steps are taken to protect your personal information from loss, misuse, unauthorised access or disclosure.

How Long I Keep Your Information

Coaching notes and records are retained for seven years following the end of the coaching relationship and are then securely destroyed.

Financial records may be retained for longer where required by law.

Your Rights

Under UK data protection legislation, you have the right to:

- Access your personal information.
- Request correction of inaccurate information.
- Request erasure of your information where appropriate.
- Restrict or object to processing in certain circumstances.
- Request a copy of your information.
- Withdraw consent where processing is based on consent.

To exercise any of these rights, please contact me using the details above.

Cookies and Website Data

My website may use essential cookies and website analytics to help improve the user experience.

You can manage cookie preferences through your browser settings.

Complaints

If you are unhappy with how I have handled your personal information, please contact me in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO):

www.ico.org.uk

Telephone: 0303 123 1113

Changes to This Privacy Notice

This Privacy Notice may be updated from time to time. The most recent version will always be available on my website.

Last updated: July, 202