

# ClearwaterCoach Privacy Policy

Mrs Sarah Sienkiewicz is the Data Controller (ICO Registration number ZA149100) for Healing Business. Our mailing address is 21 Withycombe Drive, Banbury, Oxfordshire, OX16 0SP.

At ClearwaterCoach honesty and integrity mean everything to us. You can feel confident that we are committed to honouring the trust of the visitors to our websites. We will never sell the data you give us to anyone and will keep it safe at all times.

This Privacy Policy outlines why we collect your personal information, how we will use it and keep it safe. If you have any questions or concerns feel free to get in touch.

## What information we collect

We may collect the following details:

- Name and contact details, such as email address, address, telephone number
- Demographic information, such as location, preferences, interests
- Responses to surveys
- In the case of customers, your payment details.

## How we use your information

We may use your information in a number of ways:

- To contractually deliver the service you have subscribed to
- Deliver the freebie you have signed up for
- Let you know about similar products, services or events that may be of interest
- Keep in touch with what's new at Healing Business
- Ask your opinion for research purposes

# Security

We are committed to ensuring your information is secure. We have suitable physical and electronic security measure in place to safeguard your personal information.

## Mailing List

We use third parties to collect your personal information. When you sign up for one of our freebies, (ebooks, checklists, webinars, etc) we collect your name and email address through Mailchimp or our website.

Our aim is to be relevant, interesting, inspiring and bring you oodles of value. If you feel that you are not aligned with our message or would simply like to opt out of these emails, you can unsubscribe at any time by clicking the link that is included on every email we send through Mailchimp.

Mailchimp Privacy Notice <https://mailchimp.com/legal/privacy/>

Create Privacy Notice <https://www.create.net/about/privacy-policy>

## Customers

When you become a customer either for coaching, EFT or a Soul Coaching Oracle Card session we use third party payment processors Stripe and/or Paypal to handle both one off payments and subscriptions.

Stripe Privacy Notice <https://stripe.com/gb/privacy>

Paypal Privacy Notice <https://www.paypal.com/en/webapps/mpp/ua/privacy-full>

### Client Notes

Any personal notes I keep following coaching sessions will be kept in strictest confidence, in a locked cabinet. They will be kept on file in accordance with my insurance company's requirements, in most cases 7 years. The insurance company I use is Balens.

### Testimonials

We will always seek your permission before posting your testimonials and these can be anonymous to protect your privacy.

# Cookies

Our websites collect cookies so we can monitor standard internet activity information and details of behaviour patterns. We use Facebook Pixels and Google Analytics on some or all of our pages. For more information check out our Cookie Policy at [www.clearwatercoach.co.uk](http://www.clearwatercoach.co.uk)

## Google Analytics

Google Analytics give information only and does not identify you individually. We use this information to track the location are visitors are from, how long they spend on the site, what pages they visit and how they found our website.

Google Privacy Notice <https://policies.google.com/privacy>

To opt-out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

## Facebook Pixels

We use Facebook Pixels to identify who has visited our website with a view to understanding our audience and may use this information in our Facebook advertising campaigns.

Facebook Privacy Policy <https://www.facebook.com/about/privacy/>

## Affiliates

From time to time I promote other people's products and services that I think may be of interest and they may use tracking tools to identify that I have referred them. I always adhere to affiliate rules and am upfront if I benefit from introducing you to them.

## Mailchimp

Mailchimp tracks open rates, links that are clicked and helps us to understand who is engaging with our emails so that we can improve our service.

# Third Parties

When it is required for third parties to have access to your data (for example, Virtual Assistant, Bookkeeper etc) this will be under the strictest confidence and I will have a non-disclosure agreement and/or processor agreement in place with each provider.

# Access to your Personal Information

Contact Sarah at [sarah@clearwatercoach.co.uk](mailto:sarah@clearwatercoach.co.uk) if you would like to view, amend or delete the personal data we hold for you.

For more information about the rights around your personal information visit <https://ico.org.uk/> for the latest legislation.

## Privacy Notice Version

This Privacy Notice Version 1 was written on 10th May 2018 and will be reviewed annually, or before if such need arises.

Copyright: Sarah Sienkiewicz 2018 all rights reserved.