



Phil Stanley trading as Come On Coaching

Privacy Policy

This privacy policy applies between you, the User of this Website, and Phil Stanley (Come On Coaching), the owner and provider of this Website. Phil Stanley takes the privacy of your information very seriously. This privacy policy applies to my use of any and all Data collected by me or provided by you in relation to your use of the Website. This privacy policy should be read alongside, and in addition to, our **Terms and Conditions of Sale**.

Please read this privacy policy carefully.

Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data - collectively all information that you submit to Bobby-Jo Bottomley via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;

Cookies - a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below (Cookies);

Data Protection Laws - any applicable law relating to the processing of personal Data, including but not limited to the GDPR, and any national implementing and supplementary laws, regulations and secondary legislation;

GDPR - the UK General Data Protection Regulation;

Phil Stanley, 'I' or 'me' - Phil Stanley of 24 Kings Road, Sandy, Beds, SG19 1EJ;

UK and EU Cookie Law - the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011 & the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2018;

User or you - any third party that accesses the Website and is not either (i) employed by Phil Stanley and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Phil Stanley and accessing the Website in connection with the provision of such services; and

Website - the website that you are currently using, www.comeoncoaching.co.uk, and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:

- a. the singular includes the plural and vice versa;
- b. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
- c. a reference to a person includes firms, companies, government entities, trusts and partnerships;
- d. "including" is understood to mean "including without limitation";
- e. reference to any statutory provision includes any modification or amendment of it;
- f. the headings and subheadings do not form part of this privacy policy.

Scope of this privacy policy

3. This privacy policy applies only to the actions of Phil Stanley and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links I may provide to social media websites.

4. For purposes of the applicable Data Protection Laws, Phil Stanley is the "data controller". This means that Phil Stanley determines the purposes for which, and the manner in which, your Data is processed.

Data collected

5. I may collect the following Data, which includes personal Data, from you:

- a. name;
- b. date of birth;
- c. gender;
- d. contact information such as email addresses and telephone numbers;
- e. demographic information such as postcode, preferences and interests;
- f. financial information such as credit / debit card numbers;
- g. IP address (automatically collected);
- h. web browser type and version (automatically collected);
- i. operating system (automatically collected);
- j. a list of URLs starting with a referring site, your activity on this Website, and the site you exit to (automatically collected); in each case,

in accordance with this privacy policy.

How I collect Data

6. I collect Data in the following ways:

- a. data is given to me by you;
- b. data is received from other sources; and
- c. data is collected automatically.

Data that is given to me by you

7. Phil Stanley will collect your Data in a number of ways, for example:

- a. when you contact me through the Website, by telephone, post, e-mail or through any other means;
- b. when you complete surveys that I use for research purposes (although you are not obliged to respond to them);
- c. when you enter a competition or promotion through a social media channel;
- d. when you make payments to me, through this Website or otherwise;
- e. when you elect to receive marketing communications from me;
- f. when you use my services; in each case,

in accordance with this privacy policy.

Data that is received from other sources

8. Phil Stanley will receive Data about you from the following:

- a. Analytics: I may receive technical personal data about you from analytics providers such as Google.
- b. I may receive Contact, Financial and Transaction Data from providers of technical, payment and delivery services such as Paypal or Stripe.

Data that is collected automatically

10. To the extent that you access the Website, I will collect your Data automatically, for example:

- a. I automatically collect some information about your visit to the Website. This information helps me to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.
- b. I will collect your Data automatically via cookies, in line with the cookie settings on your browser. For more information about cookies, and how I use them on the Website, see the section below, headed "Cookies".

My use of Data

11. Any or all of the above Data may be required by me from time to time in order to provide you with the best possible service and experience when using my Website. Specifically, Data may be used by me for the following reasons:

- a. internal record keeping;
- b. improvement of my products / services;
- c. transmission by email of marketing materials that may be of interest to you;
- d. contact for market research purposes which may be done using email, telephone or mail. Such information may be used to customise or update the Website;

in each case, in accordance with this privacy policy.

12. I may use your Data for the above purposes if I deem it necessary to do so for my legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).

13. For the delivery of direct marketing to you via email, I'll need your consent, whether via an opt-in or soft-opt-in:

- a. soft opt-in consent is a specific type of consent which applies when you have previously engaged with me (for example, you contact me to ask me for more details about a particular product/service, and I am marketing similar products/services). Under "soft opt-in" consent, I will take your consent as given unless you opt-out.
- b. for other types of e-marketing, I am required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that I'll provide.
- c. if you are not satisfied with my approach to marketing, you have the right to withdraw consent at any time.

To find out how to withdraw your consent, see the section headed "Your rights" below.

14. I may use your Data to show you Phil Stanley (Come On Coaching) adverts and other content on other websites. If you do not want me to use your data to show you Phil Stanley (Come On Coaching) adverts and other content on other websites, please turn off the relevant cookies (please refer to the section headed "Cookies" below).

Who I share Data with

15. I may share your Data with the following groups of people for the following reasons:

- a. any of my group companies or affiliates
- b. my employees, agents and/or professional advisors
- c. third party service providers who provide services to me which require the processing of personal data
- d. third party payment providers who process payments made over the Website

in each case, in accordance with this privacy policy.

Keeping Data secure

16. I will use technical and organisational measures to safeguard your Data, for example:

- a. access to your account is controlled by a password and a username that is unique to you.
- b. I store your Data on secure servers.
- c. payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when I use this technology).

17. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let me know immediately by contacting me via this email address: hello@comeoncoaching.co.uk.

18. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Data retention

19. Unless a longer retention period is required or permitted by law, I will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.

20. Even if I delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

21. You have the following rights in relation to your Data:

- a. Right to access - the right to request (i) copies of the information I hold about you at any time, or (ii) that I modify, update or delete such information. If I provide you with access to the information I hold about you, I will not charge you for this, unless your request is "manifestly unfounded or excessive." Where I am legally permitted to do so, I may refuse your request. If I refuse your request, I will tell you the reasons why.
- b. Right to correct - the right to have your Data rectified if it is inaccurate or incomplete.
- c. Right to erase - the right to request that I delete or remove your Data from my systems.
- d. Right to restrict my use of your Data - the right to "block" me from using your Data or limit the way in which I can use it.
- e. Right to data portability - the right to request that I move, copy or transfer your Data.

- f. Right to object - the right to object to my use of your Data including where I use it for my legitimate interests.

22. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is my legal basis for processing your Data), please contact me via this email address: hello@comeoncoaching.co.uk.

23. If you are not satisfied with the way a complaint you make in relation to your Data is handled by me, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.

24. It is important that the Data I hold about you is accurate and current. Please keep me informed if your Data changes during the period for which I hold it.

Transfers outside the United Kingdom and European Economic Area

25. Data which I collect from you may be stored and processed in and transferred to countries outside of the UK and European Economic Area (EEA). For example, this could occur if my servers are located in a country outside the UK or EEA or one of my service providers is situated in a country outside the UK or EEA.

26. I will only transfer Data outside the UK or EEA where it is compliant with data protection legislation and the means of transfer provides adequate safeguards in relation to your data, eg by way of data transfer agreement, incorporating the current standard contractual clauses adopted by the European Commission.

27. To ensure that your Data receives an adequate level of protection, I have put in place appropriate safeguards and procedures with the third parties we share your Data with. This ensures your Data is treated by those third parties in a way that is consistent with the Data Protection Laws.

Links to other websites

28. This Website may, from time to time, provide links to other websites. I have no control over such websites and am not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

Changes of business ownership and control

29. Phil Stanley may, from time to time, expand or reduce my business and this may involve the sale and/or the transfer of control of all or part of Phil Stanley (Come On Coaching). Data provided by Users will, where it is relevant to any part of my business so transferred, be

transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to me.

30. I may also disclose Data to a prospective purchaser of my business or any part of it.

31. In the above instances, I will take steps with the aim of ensuring your privacy is protected.

Cookies

32. Use of this website is also governed by my Cookies Policy. Please refer to the specific 'Cookies Policy' which can be found at the bottom of the website homepage (www.comeoncoaching.co.uk). This 'Cookies Policy' is incorporated into this Privacy Policy by this reference.

General

33. You may not transfer any of your rights under this privacy policy to any other person. I may transfer my rights under this privacy policy where I reasonably believe your rights will not be affected.

34. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.

35. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

36. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

37. Phil Stanley reserves the right to change this privacy policy as I may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations.

You may contact Phil Stanley by email at hello@comeoncoaching.co.uk.