

## PRIVACY POLICY

Luminosa Coaching has among its core values honesty, integrity and trust, alongside a genuine desire to empower leaders to be the best they can be through a range of services - principally coaching, mentoring and training.

In line with this, we do our utmost to respect your privacy when collecting, processing and storing your personal information and to ensure that any information you provide is secure.

This policy sets out how Luminosa Coaching collects, uses and protects any information provided by you the customer while using its services. This includes personally identifiable information (PII) – any information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

Should we ask you to provide certain information by which you can be identified when using the website or by email, you can be assured that it will only be used in accordance with this policy.

We may change this policy from time to time by updating this page on our website. This policy is effective from May 21<sup>st</sup> 2018 and is in line with the GDPR.

### When do we collect Personally Identifiable Information?

- ✚ When you complete a form on the website to subscribe to a newsletter or request a free discovery session
- ✚ When you book a coaching session with one of the coaches using the calendar on the website
- ✚ When you email or call any of the coaches
- ✚ When you pay for a service

### What information do we collect?

- ✚ Contact information including your name, email address and phone number
- ✚ Your address
- ✚ Your preferences and interests
- ✚ Other information relevant to your or our enquiry

### How do we use this information?

- ✚ To send you the resource or information you have requested or that was suggested by your coach
- ✚ To contact you
- ✚ To improve our services
- ✚ Notes relating to coaching services provided are stored securely at the company address for up to 6 years

## Security

We do our utmost to respect your privacy and to ensure that the information you provide to us is secure. To achieve this we have put in place the necessary procedures and only use systems that meet the GDPR requirements around safeguarding and securing information.

## Links to other websites

Our website may contain links to other websites of interest. Please be aware that if you use a link to leave our website and enter another site that we do not have any control over that other website. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and those sites are not governed by this privacy policy.

## Third party disclosure

Luminosa Coaching does not sell, trade or transfer your Personally Identifiable Information to outside parties. This does not include website hosting partners and other parties who assist the company in operating our website, conducting our business or serving our customers, so long as those parties agree to keep this information confidential. We may also release information when its release is appropriate to comply with the law, enforce our site policies or protect ours or others' rights, property or safety.

## Email marketing

At some point in the future you may be asked to subscribe to our mailing list or newsletters, if after signing up you wish to unsubscribe at any time you will be able to click the unsubscribe link or email [heather.phillips@luminosacoaching.com](mailto:heather.phillips@luminosacoaching.com) and we will remove you from all correspondence.

## Questions

If you have any questions regarding this privacy policy please contact us at [heather.phillips@luminosacoaching.com](mailto:heather.phillips@luminosacoaching.com) or visit the website [www.luminosacoaching.com](http://www.luminosacoaching.com) and leave your question on the contact us page.

*Heather Phillips*  
*Director – Luminosa Coaching Ltd*  
*0778 606 4890*