

Privacy & Cookie Policy

1. INTRODUCTION

Anita Sharma Coaching is committed to being transparent about how it collects and uses your personal data, and to meeting its data protection obligations. This policy sets out Anita Sharma Coaching's commitment to comply with the Data Protection Act (DPA 1998) and the General Data Protection Regulation (GDPR 2018).

By providing us with your data, you warrant to us that you are over 18 years of age.

We understand the importance of protecting children's privacy, especially in an online environment. Our website is not intentionally designed for or directed at children. It is our policy never to knowingly collect or maintain information about children, other than where that information is provided by their parents or guardians, and it is required in order to fulfil our contract to provide services.

Anita Sharma Coaching is the data controller and we are responsible for your personal data (referred to as "we", "us" or "our" in this policy).

Contact Details

Our full details are:

Full name of legal entity: Anita Sharma Coaching Ltd

Email address: hello@anitasharmacoaching.com

Postal address: Anita Sharma Coaching, 29 Bridgford Road, West Bridgford, Nottingham, NG2 6AU, UK.

If you are not happy with any aspect of how we collect and use your data, we would be grateful if you would contact us so we can do our best to try to resolve it for you.

You do have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at hello@anitasharmacoaching.com

2. WHAT DATA DO WE COLLECT ABOUT YOU

Personal data means any information capable of identifying an individual. It does not include anonymised data.

Personal data includes the following:

- Identity Data may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.
- Contact Data may include your billing address, delivery address, email address and telephone numbers.
- Financial Data may include your bank account and payment card details.
- Transaction Data may include details about payments between us and other details of purchases made by you.
- Technical Data may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- Profile Data may include your username and password, purchases or orders, your interests, preferences, feedback and survey responses.
- Usage Data may include information about how you use our website, products, and services.
- Marketing and Communications Data may include your preferences in receiving marketing communications from us and our third parties and your communication preferences.

Within this website, there is a contact form that, if completed, will provide Anita Sharma Coaching with First Name, Last Name, Telephone Number and Email address and any information added to the Message Text.

We may also process Aggregated Data from your personal data but this data does not reveal your identity and as such in itself is not personal data.

An example of this is where we review your website usage data to work out the percentage of website users using a specific feature of our site.

If we link the Aggregated Data with your personal data so that you can be identified from it, then it is treated as personal data

3. HOW WE COLLECT YOUR PERSONAL DATA

We collect data about you through a variety of different methods including:

- Direct interactions: You may provide data by filling in forms on our site (or otherwise) or by communicating with us by post, phone, email or otherwise, including when you:
 - order our products or services;
 - subscribe to our service or publications;
 - request resources or marketing be sent to you;
 - enter a competition, prize draw, promotion or survey; or
 - give us feedback in the form of a testimonial / review.
- Automated technologies or interactions: As you use our site, we may automatically collect Technical Data about your equipment, browsing actions and usage patterns. We collect this data by using cookies, server logs, and similar technologies. We may also receive Technical Data about you if you visit other websites that use our cookies. Please see our cookie policy at Point 11 below.
- Third parties or publicly available sources: We may receive personal data about you from various third parties and public sources as set out below:
Technical Data from the following parties:
 - analytics providers such as Google
 - advertising networks and
 - search information providers.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when legally permitted. The most common uses of your personal data are:

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal ground for processing your personal data, other than in relation to sending marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by emailing us at hello@anitasharmacoaching.com

Purposes of processing your personal data

Set out below is a description of the ways we intend to use your personal data and the legal grounds on which we will process such data. We have also explained what our legitimate interests are where relevant.

We may process your personal data for more than one lawful ground, depending on the specific purpose for which we are using your data. Please email us at hello@anitasharmacoaching.com if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out below:

Marketing communications

You will receive marketing communications from us if you have:

- (i) requested information from us or purchased goods or services from us; or
- (ii) if you provided us with your details and ticked the box at the point of entry of your details for us to send you marketing communications; and
- (iii) in each case, you have not opted out of receiving that marketing.

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

You can ask us or third parties to stop sending you marketing messages at any time by emailing us at hello@anitasharmacoaching.com

Where you opt out of receiving our marketing communications, this will not apply to personal data provided to us as a result of a product/service purchase, product/service experience or other transactions.

Electronic Mailing List

We may add your personal details to our electronic mailing list for marketing purposes providing you have given us your consent to do so. We will use your details to keep you updated with new products, offers and promotions or information that we think may be of interest to you. We may also contact you if we need to obtain or provide you with additional information and to check from time to time that your personal details are correct.

We will only add you to our marketing mailing list in the following circumstances:

- You have signed up on our website to receive the latest news and special offers from us and consented to receive marketing communications and updates.
- You have asked for information relating to specific events or promotions through our website, social media or any other channel.
- You have contacted us directly through any other channel and specifically requested that we provide you with marketing communications and updates.
- We have asked you through any other channel if you would like to receive marketing communications and updates from us and you have provided us with your consent to do so.

- You have indicated verbally in person or by phone that you consent to receive marketing communications and updates from us

We use a third-party provider, MailChimp, to deliver our electronic communications to you. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimps privacy notice here: <https://mailchimp.com/legal/privacy/>

You can withdraw consent and unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of any of our emails. Alternatively, you can email us at hello@anitasharmacoaching.com and request that your details are removed from our mailing list.

Change of purpose

We will only use your personal data for the purposes for which we collected it unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. In this case, if you wish to find out more about how the processing for the new purpose is compatible with the original purpose, please email us at hello@anitasharmacoaching.com

If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

Sensitive Data

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

Where we are required to collect personal data by law, or under the terms of the contract between us and you do not provide us with that data when requested, we may not be able to perform the contract (for example, to deliver goods or services to you). If you don't provide us with the requested data, we may have to cancel a product or service you have ordered but if we do, we will notify you at the time.

5. THIRD PARTIES

To deliver our services to you effectively we may share your details with third parties such as those that we engage for professional compliance, accountancy or legal services as well as product and platform providers that we use to facilitate our ability to provide our services to you.

Where third parties are involved in processing your data we will have a contract in place with them to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they will only act in accordance with written instructions from you, or us, as appropriate.

In certain circumstances we may need to disclose information about you if required to do so by law. For example, we may need to comply with a court order, to take action for the purposes of preventing or reporting fraud or other crime, to apply the terms of our agreements with you, or to protect the rights or safety of our clients and employees.

We will never share, sell or rent your personal information with any third party for marketing purposes.

6. INTERNATIONAL

Countries outside of the European Economic Area (EEA) do not always offer the same levels of protection to your personal data, so European law has prohibited transfers of personal data outside of the EEA unless the transfer meets certain criteria.

Some of our third parties service providers are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA. Whenever we transfer your personal data out of the EEA, we do our best to ensure a similar degree of security of data by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission; or
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe; or
- Where we use providers based in the United States, we may transfer data to them if they are part of the EU-US Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US.

If none of the above safeguards is available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time. Please email us at hello@anitasharmacoaching.com if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law, we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances, we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to the processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

You can see more about these rights at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/> If you wish to exercise any of the rights set out above, please email us at hello@anitasharmacoaching.com

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

11. COOKIES

The use of cookies on this website

Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

These cookies help us provide you with the best experience we can, improve the speed/security of the site and allow you to share pages with social networks like Facebook, allowing you to add comments to our site, allowing you to submit contact forms, enabling you to sign up for our newsletter.

We do not use collect any personally identifiable information without your consent, collect any sensitive information without your consent, pass your data to advertising networks or pass personally identifiable data to third parties.

Analytical Cookies

We may use anonymous analytics Cookies to track the number of users we have, the pages they visit, the duration of the visit, and a whole host of other useful information about how our users browse and engage our website.

Knowing this information allows us to understand our audience reach, audience demographics, the success our marketing campaigns, which areas of our website are most popular, and clearer picture of how to design and implement new changes to our website and business going forward.

We are not able to identify you as an individual using analytics Cookies.

Cookies from third-parties

The Web is an integrated place. Like most other websites, we may have third-party applications, programs, widgets and material on our website. Some of these may use Cookies to track various metrics, store preferences and customise their material to you.

An example of this which is widely used across the Web is social media buttons which allow users to like, share and comment about what they find on websites and may result in Cookies being set.

We cannot view or change third-party cookies, in the same way third-parties cannot view or change cookies set by us.

The privacy implications on this will vary from social network to social network and will be dependent on the privacy settings you have chosen on these networks. Please read their individual privacy and cookie policies.

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

Granting us permission to use cookies

If the settings on your software that you are using to view this website (your browser) are adjusted to accept cookies we take this, and your continued use of our website, to mean that you are fine with this.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. Usually you can find where to do this by going to the options or preference tab within your browser.

12. CHANGES TO THIS PRIVACY NOTICE

We keep our privacy policy under regular review and we will show the most recent privacy policy on our website

This privacy policy was last updated on 29th May 2018.

13. CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to us at the address below or by email to hello@anitasharmacoaching.com

Anita Sharma

Company Director

Anita Sharma Coaching Ltd

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West Bridgford

Nottingham

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