



# Chew Valley Health Coaching

## Privacy Policy

### Who are we and what do we do?

Chew Valley Health Coaching provides personalised health coaching services to help busy people prioritise their wellbeing and develop sustainable self-care practices. We support our clients through one-to-one coaching, online courses, and digital resources.

Chew Valley Health Coaching gathers and processes personal information in accordance with this privacy notice and in compliance with UK data protection regulation and laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This notice provides the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data, with whom we may share that information and how we keep it secure.

We are happy to provide any additional information or explanation needed. Any requests for this should be sent to our Data Controller who can be contacted at [evie@chewvalleyhealthcoaching.com](mailto:evie@chewvalleyhealthcoaching.com). We keep our Privacy Notice under regular review. This Privacy Notice was last reviewed in 30/01/2026

### What information is being collected?

Chew Valley Health Coaching processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

We receive, collect and store any information you enter on our website or provide us in any other way. The personal data we collect may include: name, email address, telephone number, postal address, payment details (processed securely through third-party payment providers), health and wellness information you share during coaching sessions, and any

other information you choose to provide to us.

We may also collect technical information including your IP address, browser type, pages visited, and how you interact with our website and emails.

### How is the information being collected?

You provide us with personal data in the following ways:

- Via online forms, website sign-ups and course enrolments
- By subscribing to our email newsletter
- Through coaching agreements and intake forms
- During coaching sessions, via email or over the telephone
- By making payments for our services

### How will we use your personal data?

Chew Valley Health Coaching takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time.

The purposes and reasons for processing your personal data are:

- To deliver our coaching services and fulfil our contractual obligations to you
- To send you information about our services, courses and resources (where you have consented)
- To respond to your enquiries and provide customer support
- To process payments and maintain business accounting records as required by law
- To comply with applicable laws and regulations

### Who will your data be shared with?

We will keep information about you confidential. We will only disclose your information with other third parties with your express consent, with the exception of the following categories of third parties:

- Service providers who assist us in running our business (e.g., email marketing platform, payment processors, bookkeeper) on the understanding that they keep the information confidential
- Anyone to whom we may transfer our rights and duties under any agreement we have with you
- Any legal or crime prevention agencies and/or to satisfy any regulatory request if we

have a duty to do so or if the law allows us to do so

## What are your rights?

You have the right to access any personal information that Chew Valley Health Coaching processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- For how long we intend to store your personal data

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws, as well as to unsubscribe from any direct marketing from us at any time.

## What safeguards are in place to ensure data that identifies me is secure?

Chew Valley Health Coaching only uses information that may identify you in accordance with UK GDPR. This requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

Our website and email marketing are hosted on the MailerLite platform. MailerLite provides us with tools to create landing pages, collect subscriber information, and send email communications. Your data may be stored through MailerLite's data storage and databases. MailerLite stores your data on secure servers and is committed to GDPR compliance.

We take your privacy seriously and take every reasonable measure and precaution to protect and secure your personal data. This includes restricted access to information, using secure passwords, and ensuring external data processors that support us are legally and contractually bound to maintain appropriate security arrangements.

## Transfers outside the UK

Chew Valley Health Coaching may utilise some products or services (or parts of them) that may be hosted or stored in countries outside the UK, which means that we may transfer any information which is submitted by you through the website outside the UK.

For example, MailerLite processes data using servers located in the EU and US. Where this

is the case, we have taken steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures to protect your data and comply with the relevant data protection laws.

## How long we keep your data?

Chew Valley Health Coaching only ever retains personal information for as long as is necessary.

- Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or unsubscribe.
- We will keep client data for the duration of working together and for 7 years thereafter (for legal and accounting purposes).
- We will keep enquiry data until you unsubscribe from marketing emails.

## Cookies

This website does not use cookies to collect or store any personal information about you.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over those other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites. You should exercise caution and look at the privacy statement applicable to the website in question.

## Complaints

Chew Valley Health Coaching only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however, you wish to raise a complaint regarding the use of your personal data, please contact us by writing to the Data Controller at [evie@chewvalleyhealthcoaching.com](mailto:evie@chewvalleyhealthcoaching.com) and we will do our best to help you.

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 0303 123 1113 or visit [ico.org.uk](http://ico.org.uk).

## Contact us

If you have any questions about this privacy policy or how we handle your personal data, please contact us at:

Chew Valley Health Coaching

Email: [evie@chewvalleyhealthcoaching.com](mailto:evie@chewvalleyhealthcoaching.com)

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