



Privacy Policy

Any personal data provided by you or a third party to Sunny Horizons Ltd through any means (verbal, written, in electronic form, or by your use of our website) will be held and processed in accordance with the requirements of the General Data Protection Regulation (GDPR) and all other data protection legislation currently in force for the purposes for which you have given consent, to provide the services you have requested from us, and to meet the legitimate interests.

Who we are?

Sunny Horizons Ltd is committed to ensuring the privacy and security of your personal data. We are:

Kate Gilmour, Sunny Horizons Ltd, 3 Kellie Wynd, Dunblane, FK15 0NR.

Email: sunnyhorizons@btinternet.com Web: www.sunnyhorizonscoaching.com Tel: 07712 896150

The following Privacy Policy explains what personal data we collect from you, including how and why we process the data, who we share it with and your rights and choices when it comes to your personal data.

We are a Health and Wellbeing Coaching Business.

Sunny Horizons - Company number SC729406

Kate Gilmour is the data controller of your personal data. Our website address is:
www.sunnyhorizonscoaching.com

What Information we collect

In order to manage enquiries and offer our services, we process the data collected for legitimate business interests and to enable us to access the information and provide the relevant service, if required. This is a legal requirement and is gained with your consent.

The information we collect is

- Names
- Addresses
- Date of Births
- Telephone Numbers
- Email addresses
- Medical histories (including mental health)

Sensitive personal data

It would benefit you to notify us of any health condition, disability, treatment history and/or personal information relating to your private life that may impact on the services we offer. This will allow us to take reasonable steps to accommodate your needs or requirements and to deliver our services. We will require your explicit consent to process this information unless the processing of



this data is deemed to be in your 'vital interest'. This information will be used by us to assist you and will be kept as long as it is required for this purpose.

How we collect your information

We may collect your information when:

- You call us
- You email us
- You contact us via social media
- Authorised third parties

Our use of your data will be to allow us to supply our services, ensure your contractual obligation is met and to protect your vital interests. This includes:

- Providing our service
- Keeping you up to date about our service
- Creating your customer record
- Ensuring our coaching is safe;
- Making reasonable adjustments;
- Processing payments

The processing of your data is necessary for the performance of the contract you entered into with us.

How we store your data

All customer data is stored on Microsoft Excel, BT E-mail and Jotform, or within our offices in locked filing cabinets with restricted access. We regularly audit the data we hold and destroy securely according to our retention schedule.

Sharing your data

All the personal data we hold about you will be stored confidentially within the EU.

We may disclose information to appropriate professionals or safeguarding agencies/charities/organisations should we be required to do so to protect mental and/or physical wellbeing, to help prevent fraud, or if required to do so by law.

Retaining your data

We will retain your data for 1 year after our services have finished, after which time it will be deleted or anonymised if it is no longer required for the lawful purpose for which it was obtained. However, the retention period will depend on the purpose it was collected. For further information on our retention guidelines please get in touch.

Marketing

Where we have asked you for permission to keep you up to date with our services and you have agreed we will contact you at reasonable intervals to keep you up to date. You have the right to



withdraw consent at any point and can do so by emailing: sunnyhorizons@btinternet.com. We will never pass your data onto a third party for marketing purposes.

Your rights

Under data protection legislation you have several rights regarding the use of your personal data, as follows:

- If at any point you wish to either confirm whether your personal data is being processed and/or you require access to the data we hold on you, you can request to see this information.
- You also have the right for certain data you have provided us with to be provided to you in structured and commonly used electronic format (for example, a Microsoft Excel file), so that you can move, copy or transfer this data easily to another data controller.
- You are entitled to have data corrected if it is inaccurate or incomplete.

How to complain about the use of your data

If you wish to raise a complaint about how we handle your personal data, including in relation to any of the rights outlined above, you can contact us at e-mail sunnyhorizons@btinternet.com or write to us at Sunny Horizons Ltd, 3 Kellie Wynd, Dunblane, FK15 0NR and we will investigate your concerns.

If you are not satisfied with our response, or believe we are processing your data unfairly or unlawfully, you can complain to the Information Commissioner's Office (ICO). You can find further information about the ICO and their complaints procedure here: <https://ico.org.uk/concerns/>

Website Cookies

Browser cookies

We collect cookies to allow us to measure and analyse the behaviours of our website visitors. Individual user data is not stored and, once the statistical information has been analysed, it is removed from the system.

Web browser cookies

If you don't want to receive cookies, you can modify your browser so that it notifies you when cookies are sent to it or you can refuse cookies altogether. You can also delete cookies that have already been set.

If you wish to restrict or block web browser cookies which are set on your device then you can do this through your browser settings; the Help function within your browser should tell you how. Alternatively, you may wish to visit www.aboutcookies.org, which contains comprehensive information on how to do this on a wide variety of desktop browsers.

Links to other sites

This website contains links to external websites. Privacy policies on these sites may vary and, as such, we are not responsible for the content or privacy policies of these sites.



Changes and compliance

This policy is monitored and updated on a regular basis and is fully compliant with the General Data Protection Regulations 2018 (DPA 2018).

We may make changes to this Privacy Policy from time to time to reflect changes to our website. As a result, you should visit this page periodically to keep up to date with changes.

Get in touch

If you have any questions or complaints about your personal data which are not answered by this Policy, please contact our Data Protection Officer:

Details of officer: - Kate Gilmour, Tel: 07712 896150, E-mail sunnyhorizons@btinternet.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113