**Privacy Policy for Richard Docwra Coaching**

**Effective Date:** 17th July 2025

Your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal data when you engage with Richard Docwra Coaching, whether through our website, services, programs, or communication channels.

**1. Who We Are**

Richard Docwra Coaching

6 Bramleys

Kingston

Lewes BN7 3LF

Email: rdocwra@hotmail.com  
Website: [www.richarddocwra.com](http://www.richarddocwra.com)

We offer coaching services to individuals and groups to support personal, professional, and/or business development.

**2. What Data We Collect**

We may collect and process the following personal data:

* **Identity Data:** Name, title, date of birth (optional)
* **Contact Data:** Email address, phone number, billing address
* **Professional Data:** Job title, business name, industry
* **Session Data:** Notes from coaching sessions, assessments, feedback
* **Technical Data:** IP address, browser type, time zone, and device information (via website analytics)
* **Marketing Data:** Preferences for receiving marketing communications

**3. How We Collect Your Data**

We collect data through:

* Direct interactions (e.g. forms, consultations, sign-ups)
* Coaching sessions and correspondence
* Our website (e.g. cookies, analytics)
* Email marketing platforms (e.g. Mailchimp, ConvertKit, etc.)

**4. Why We Collect Your Data (Legal Bases)**

Under the GDPR, we use your data only when we have a lawful basis to do so:

| **Purpose** | **Legal Basis** |
| --- | --- |
| To provide coaching services | Performance of a contract |
| To manage billing and payments | Legal obligation / Legitimate interest |
| To send updates and marketing | Consent |
| To improve our services | Legitimate interest |
| To respond to inquiries | Legitimate interest / Consent |

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To improve our services Legitimate interest

To respond to inquiries Legitimate interest / Consent

**5. How We Use Your Data**

We use your personal data to:

* Deliver coaching sessions
* Manage client relationships
* Communicate with you via email or phone
* Send newsletters and resources (only if you opt in)
* Analyze website usage to improve our online experience

**6. Marketing Communications**

We will only send you marketing emails if you have given explicit consent. You can unsubscribe at any time by clicking the link in the footer of our emails or by contacting us.

**7. Sharing Your Data**

We do not sell or rent your data. We may share your data with:

* Trusted service providers (e.g., email platforms, payment processors)
* Legal or regulatory authorities if required

All third-party providers are GDPR-compliant and only process your data on our instructions.

**8. International Data Transfers**

If your data is transferred outside the UK or EU (e.g., to Mailchimp servers in the USA), we ensure appropriate safeguards such as Standard Contractual Clauses (SCCs) are in place.

**9. How We Protect Your Data**

We use a combination of technical and organizational measures to protect your data, including:

* Secure data storage
* Password-protected systems
* Limiting access to authorized personnel only

**10. How Long We Keep Your Data**

We retain personal data only as long as necessary:

* Coaching clients: Up to 7 years for legal reasons (e.g., financial records)
* Newsletter subscribers: Until you unsubscribe
* Inquiries: 12 months unless you become a client

**11. Your Rights Under GDPR**

You have the right to:

* Access your personal data
* Correct inaccurate data
* Erase your data (“right to be forgotten”)
* Restrict or object to processing
* Withdraw consent at any time
* File a complaint with a data protection authority

To exercise any of these rights, email us at rdocwra@hotmail.com.

**12. Cookies**

Our website may use cookies to enhance user experience. You can set your browser to refuse some or all cookies.

**13. Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

**14. Contact Us**

If you have any questions about this Privacy Policy or how we handle your data, please contact us at:

Email: rdocwra@hotmail.com

Address: 6 Bramleys, Kingston, Lewes BN7 3LF