

Privacy Policy

Last updated: 2 June 2025

Melissa Greenwood Coaching Ltd (“we”, “us”, “our”) respects your privacy. This notice explains what we collect, why we collect it, how we use it, and your rights under UK data protection law (UK GDPR and Data Protection Act 2018).

Who we are (Data Controller)

Melissa Greenwood Coaching Ltd (Company No. 6826664)

Registered office: The Old Orchard, 25 Swaythling Road, Hampshire, SO30 3AG

Postal address: As Above

Email: greenwoodcoaching@gmail.com | Tel: 07766 078678

Data Protection Lead: Melissa Greenwood.

Privacy Policy

What data we collect

- **You provide:** name, contact details, organisation, and any information you include when you email us, use a contact form, book coaching/training, or request resources.
- **Payments:** if relevant, limited payee details needed to send or receive payments (we do not store full card details).
- **Usage & technical data:** limited cookies/analytics (if enabled on your site) such as IP address, browser type and pages visited.

How we use your data (lawful bases)

- To respond to enquiries and deliver coaching/training (contract or legitimate interests).
- To manage invoices and payments (legal obligation/contract).
- To send service messages and – with your consent – occasional updates or resources (consent; you can opt out anytime).
- To keep our website secure and improve content (legitimate interests).

Sharing

We do **not** sell your data. We share only with essential service providers (e.g., email, web hosting, video/streaming, payment services) under contract, and with authorities where required by law.

International transfers

If a provider stores data outside the UK, we use appropriate safeguards (e.g., UK IDTA/standard contractual clauses).

Retention

We keep data only as long as needed:

- Enquiries and service records: typically up to **5 years** after last interaction.
- Financial records: up to **6 years** to meet legal obligations.
- Marketing preferences: until you opt out or ask us to delete them.

Privacy Policy

Your rights

You can: access, correct, delete, restrict or object to processing, and request portability. Where we rely on consent, you can withdraw it at any time. To exercise your rights, email greenwoodcoaching@gmail.com. You can complain to the **Information Commissioner’s Office (ICO)** if you’re unhappy, but please contact us first so we can help.

Privacy Policy

Cookies & analytics

If cookies/analytics are used, a banner will explain what's set and how to manage preferences. You can also adjust your browser settings to refuse cookies.

Cookie Notice

Last updated: 13 November 2025

We use **only essential cookies** needed to make this website work.

We **do not** use analytics, advertising, or tracking cookies, and we don't sell or share your data.

What's set

- **Strictly necessary cookies** — may be set by our hosting to keep the site secure, distribute traffic, or remember basic settings. These are essential and can't be turned off.

We **do not** currently embed third-party media (e.g., YouTube, Vimeo) or use analytics. If we add any features that set non-essential cookies, we'll ask for your consent first and update this notice.

Managing cookies

You can block or delete cookies in your browser settings. Doing so may affect basic site functions. For independent guidance, see the UK Information Commissioner's Office (ICO).

Security

We limit access to personal data, use secure systems, and require confidentiality from anyone handling data on our behalf.

[Privacy Policy](#)

Contact

For any privacy questions or requests: greenwoodcoaching@gmail.com

Changes to this notice

We'll update this page if anything changes and note the new effective date here.