

The policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information is within this policy.

### **The Website**

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

### **Cookie Policy**

This website uses cookies to better the user experience while visiting the website. Where applicable, this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer/device. This mechanism complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer/device.

The cookies in use to deliver Google Analytics service are used to store information, such as what time your current visit occurred, whether you have been to the site before, and what site referred you to the web page. These cookies contain no personally identifiable information but they will use your computer's IP address to know from where in the world you are accessing the Internet. Google stores the information collected by these cookies on servers in the United States. Google may transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

### **Opt-out**

To provide website visitors with more choice on how Google Analytics collects data, Google has developed the Google Analytics Opt-out Browser Add-on. The add-on communicates with the Google Analytics JavaScript (ga.js) to stop data being sent to Google Analytics. The Google Analytics Opt-out Browser Add-on does not affect the usage of the website in any other way. A link to further information on the Google Analytics Opt-out Browser Add-on is provided below for your convenience.

<http://tools.google.com/dlpage/gaoptout?hl=None>

For more information on the usage of cookies by Google Analytics, please see the Google website. A link to the privacy advice for this product is provided below for your convenience.

<http://www.google.com/analytics/learn/privacy.html>

### **Disabling Cookies**

If you would like to restrict the use of cookies, you can control this in your Internet browser. Links to advice on how to do this for the most popular Internet browsers are provided below for

convenience. They will be available for the Internet browser of your choice either online or via the software help (commonly available via key F1).

### **Internet Explorer**

<http://windows.microsoft.com/en-GB/windows7/Block-enable-or-allow-cookies>Google Chrome

[https://support.google.com/chrome/bin/answer.py?hl=en-GB&answer=95647&p=cpn\\_cookiesM](https://support.google.com/chrome/bin/answer.py?hl=en-GB&answer=95647&p=cpn_cookiesM)ozilla Firefox

<http://support.mozilla.org/en-US/kb/Blocking%20cookies>Apple Safari

<http://docs.info.apple.com/article.html?artnum=32467>

### **Contact & Communication**

Users contacting this website and/or its owners do so at their discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998. Every effort has been made to ensure a safe and secure form to email submission process but advise users using such form to email processes that they do so at their own risk.

This website and its owners use any information submitted to provide you with further information about the products/services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates, but only if this was made clear to you and your express permission was granted when submitting any form to email process. Or whereby you, the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates. This is by no means an entire list of your user rights in regard to receiving email marketing material. Your details are not passed on to any third parties.

### **Email Newsletter**

This website operates an email newsletter program, used to inform subscribers about products and services supplied by this website. Users can subscribe through an online automated process should they wish to do so but do so at their discretion. Some subscriptions may be manually processed through a prior written agreement with the user.

Subscriptions are taken in compliance with UK Spam Laws detailed in the Privacy and Electronic Communications Regulations 2003. All personal details relating to subscriptions are held securely and by the Data Protection Act 1998. No personal details are passed on to third parties nor shared with companies/people outside of the company that operates this website. Under the Data Protection Act 1998, you may request a copy of personal information held about you by this website's email newsletter program. A small fee will be payable. If you would like a copy of the information held on you please write to the business address at the bottom of this policy.

Email marketing campaigns published by this website or its owners may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity [this is by no far a comprehensive list].

This information is used to refine future email campaigns and supply the user with more relevant content based on their activity. In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable clear instructions on how to un-subscribe will be detailed instead.

### **External Links**

Although this website only looks to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website. The owners of this website cannot guarantee or verify the contents of any externally linked site despite their best efforts. Users should, therefore, note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

### **Social Media Platforms**

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are customs to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution regarding their privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their discretion. Please note that the social media platform may track and save your request to share a web page, respectively, through your social media platform account.

### **Shortened Links in Social Media**

This website and its owners through their social media platform accounts, may share web links to relevant web pages. By default, some social media platforms shorten lengthy URLs [web addresses] (this is an example: <http://bit.ly/zyVUBo>). Users are advised to take caution and good judgement before clicking any shortened URLs published on social media platforms by

this website and its owners. Despite the best efforts to ensure only genuine urls are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

### **General Data Protection Regulation (GDPR)**

Our Data Protection Officer is Elliot MacNay ([elliott@mygoals.co](mailto:elliott@mygoals.co)).

My Goals Co is familiar with the GDPR legislation, and exactly what their personal responsibilities are. We believe in looking after your information and ensuring you have maximum control over it.

You do have the right to be forgotten and no longer receive any communication from us. You can do this via our contact form.

You can rest assured that absolutely no personal data is transferred outside of the EU under any circumstances (unless prior written consent is given by the person whose data is to be transferred).

When processing any data, we abide by the following points:-

- - The processing of any data is lawful, fair and we are fully transparent about what the data is used for
- - We only collect data that is necessary for regular business operation
- - All data is kept accurate and up-to-date
- - We don't keep data for any longer than is reasonably necessary
- - All data is kept safe and secure at all times. If you have enquired about our services, then we have a legitimate interest in contacting you again to follow up on your enquiry.
- Nobody in The Business will have access to the personal information shared by Clients with The Coach.
- Discussions with The Coach (i.e. during a coaching session) are confidential.
- My Goals Co holds your data in the form of your name and email address, and the details shared when making a booking to see My Goals Co.
- My Goals Co may share your data with their regulatory bodies for their continuing professional development and coaching credentials. My Goals Co will ask for permission if this is the case.
- We ask the individual to tick a box consenting to use My Goals Co, only if they have read, understood and agree with the terms of use.
- My Goals Co holds your data for correspondence and appointment scheduling only.

If at this point you no longer wish to hear from us, then we would welcome it if you could inform us of this, and we will no longer contact you and remove your data. As outlined above, we hold

all data securely, but in the unlikely event of a security breach, we do have a notification process in place.

If you would like to find out what data we hold about you, please use our contact form with a subject of DSAR Request.

This policy may be updated from time to time, so please ensure you check it regularly.