

# Privacy Policy

Last updated: April 2026

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## 1. Who We Are

Coaches Club CIC is a Community Interest Company registered in England and Wales.

- **Company Number:** 13088214
- **Registered Address:** 30 Greenbox, Westonhall Road, Stoke Prior, Bromsgrove, United Kingdom, B60 4AL
- **ICO Registration Number:** ZB003174
- **Data Controller:** Rus Smith
- **Contact:** [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk)
- **Website:** [coachesclubcic.co.uk](http://coachesclubcic.co.uk)

We are registered with the Information Commissioner's Office (ICO) as a data controller. This policy explains how we collect, use, store, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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## 2. What Data We Collect

We may collect and process the following types of personal data:

**Booking and registration data** (collected via our Amelia booking system):

- Full name

- Email address
- Phone number
- Details of the course, workshop, or activity booked
- Payment information (processed securely — see Section 6)

**For bookings involving young people (under 18):**

- The young person's name, date of birth, and relevant details
- Parent or guardian contact information
- Any relevant medical or additional needs information provided for safeguarding purposes

**Newsletter and communications data** (collected via MailerLite):

- Name and email address

**Website usage data:**

- IP address, browser type, and pages visited (collected via cookies — see Section 8)

We only collect data that is necessary for the purpose for which it is being gathered.

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### **3. How We Collect Your Data**

We collect personal data in the following ways:

- When you book a course, workshop, or activity through our website using our Amelia booking system
- When you are added as a subscriber to our newsletter following a booking

- When you contact us directly by email or through our website contact form
  - Through cookies and analytics tools used on our website
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#### 4. Why We Use Your Data (Lawful Basis)

We use your personal data for the following purposes and on the following legal grounds:

<b>Purpose</b>	<b>Lawful Basis</b>
Processing your booking and confirming your place	Performance of a contract
Sending you booking confirmations and course reminders	Performance of a contract
Sending you our newsletter and updates about courses and events	Legitimate interests / Consent
Safeguarding young people who participate in our activities	Legal obligation / Vital interests
Keeping records for operational and reporting purposes	Legitimate interests
Complying with legal and regulatory obligations	Legal obligation

Where we rely on **consent** as the basis for processing (such as newsletter sign-up), you have the right to withdraw that consent at any time.

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#### 5. Newsletter Subscription

When you book a course, workshop, or activity with us, your name and email address will be added to our mailing list managed through **MailerLite**. We use this list to send you relevant updates, upcoming courses, CPD opportunities, and news from Coaches Club CIC.

You can unsubscribe at any time by:

- Clicking the **unsubscribe link** at the bottom of any newsletter email, or
- Emailing us at **[hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk)**

Unsubscribing will not affect your booking or any services you have already registered for.

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## **6. Third-Party Services and Data Processors**

We use the following third-party tools to help us deliver our services. Each acts as a data processor on our behalf and is bound by their own privacy and security obligations:

- **Amelia Booking System** — used to manage course and event bookings via our WordPress website
- **PayPal** — used to process payments securely for bookings. When you make a payment, you will be directed to PayPal's secure platform. We do not store your payment card details. PayPal's privacy policy can be viewed at [www.paypal.com/uk/legalhub/privacy-full](https://www.paypal.com/uk/legalhub/privacy-full)
- **MailerLite** — used to manage our email newsletter list and send communications
- **WordPress / Divi** — the platform and theme used to run our website

We do not sell, rent, or share your personal data with any third party for marketing purposes.

We may share data where required to do so by law, or where necessary to protect the safety of participants, particularly in the context of our safeguarding responsibilities toward young people.

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## 7. Data Involving Young People

We take the privacy and safety of young people very seriously. Where we collect personal data relating to individuals under the age of 18, we will:

- Collect consent from a parent or guardian where required
- Store and handle such data with additional care and on a strictly need-to-know basis
- Use this data solely for the purposes of delivering the relevant programme or activity, safeguarding the young person, and meeting our legal obligations
- Never use the personal data of young people for marketing purposes

If you are a parent or guardian and have a query about data held about your child, please contact us at [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk).

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## 8. Cookies

Our website uses cookies — small text files stored on your device — to help the site function correctly and to understand how visitors use it.

The types of cookies we may use include:

- **Essential cookies** — required for the website and booking system to operate
- **Functional cookies** — to remember your preferences and improve your experience
- **Third-party cookies** — set by services such as PayPal when you are directed to their platform to complete a payment

You can control or disable cookies through your browser settings at any time. Please note that disabling certain cookies may affect the functionality of our website or booking system.

For more information about cookies, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

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## 9. How Long We Keep Your Data

We retain personal data only for as long as necessary for the purpose it was collected, or as required by law:

- **Booking records** – retained for up to 3 years following the date of the activity
- **Safeguarding records relating to young people** – retained in line with current safeguarding guidance and legal requirements
- **Newsletter subscriber data** – retained until you unsubscribe
- **General enquiry correspondence** – retained for up to 12 months

When data is no longer required, it is securely deleted or anonymised.

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## 10. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse. This includes:

- Secure data storage through our third-party platforms (Amelia, MailerLite)
- Password-protected systems and restricted access
- Regular reviews of our data handling practices

Please be aware that no method of transmission over the internet is completely secure, and we cannot guarantee absolute security.

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## 11. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- **Right of access** – to request a copy of the personal data we hold about you
- **Right to rectification** – to request correction of inaccurate or incomplete data
- **Right to erasure** – to request deletion of your data (where no overriding legal obligation applies)
- **Right to restrict processing** – to request that we limit how we use your data
- **Right to data portability** – to receive your data in a structured, commonly used format
- **Right to object** – to object to processing based on legitimate interests or for direct marketing
- **Right to withdraw consent** – where processing is based on consent, you may withdraw it at any time

To exercise any of these rights, please contact:

**Rus Smith** Email: [hello@coachesclubcic.co.uk](mailto:hello@coachesclubcic.co.uk) Address: 30 Greenbox, Westonhall Road, Stoke Prior, Bromsgrove, B60 4AL

We will respond to all requests within **one calendar month**.

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## 12. Complaints

If you are unhappy with how we have handled your personal data, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

- **Website:** [www.ico.org.uk](http://www.ico.org.uk)

- **Helpline:** 0303 123 1113

We would, however, always welcome the opportunity to resolve your concerns directly first — please contact us at [\*\*hello@coachesclubcic.co.uk\*\*](mailto:hello@coachesclubcic.co.uk) in the first instance.

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### **13. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The most current version will always be available on our website at [\*\*coachesclubcic.co.uk\*\*](http://coachesclubcic.co.uk). The date at the top of this page indicates when it was last revised.

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*Coaches Club CIC — Registered in England and Wales. Company No. 13088214. ICO Registration No. ZB003174.*