



Alchemy Consulting Group Ltd Privacy Policy

Our contact details

Name: Alchemy Consulting Group Limited (includes Alchemy Coaching)

Registered Address: Lakeside House, 16a Cove Road, Fleet, England, GU51 2RN

E-mail: bookings@alchemycoaching.co.uk

Website: www.alchemycoaching.co.uk

The type of personal information we collect

We currently collect and process the following information:

Individual Coaching Clients

- Full name
- Email address
- Interested area
- Meeting notes
- Coaching test results

Corporate Coaching Clients / Seminars

- Full name
- Email address
- Interested area
- Meeting notes
- Presentations

Marketing Clients

- Full name
- Email address
- Interested area
- Meeting notes
- Presentations

Nutrition Clients

- Full name
- Email address
- Interested area
- Meeting notes
- Health Information
- Test results agreed by the client

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you by

- Email

- Via our Website

Your information is supplied for one of the following reasons:

Individual Coaching Clients

- To respond to your request
- To keep you up to date with any relevant information related to your request
- To book your coaching appointments
- To send you invoices
- Keep records of discussions to benefit to coachee with what was discussed and actions to take for next time

Group Coaching / Seminars

- To respond to your request
- To keep you up to date with any relevant information related to your request
- To book calls to discuss your seminar
- Send invoices
- Keep records of discussions to benefit to company booking the seminar
- Presentations produced specific to the company seminar

Nutrition

- To respond to your request
- To keep you up to date with any relevant information related to your request
- To book calls to discuss your seminar
- Send invoices
- To be able to provide specific advice according to any conditions
- To keep records of discussions and progression
- Keep records of discussions to benefit the nutrition client with what was discussed and actions

We also receive personal information indirectly, from the following sources in the following scenarios:

- A contact of yours may have recommended we contact you – off the back of your interest

We use the information that you have given us in order to;

- As above

We may share this information with;

- Your email and address may be shared with coaching related companies offering certain tests, so you receive the tests that have been discussed. You will be asked for your permission to do this beforehand.
- Your email and address may be shared with nutrition related companies offering certain tests, so you receive the tests and the results that have been discussed. You will be asked for your permission to do this beforehand.
- **We do not share any personal data to external data companies.**

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting bookings@alchemycoaching.co.uk

How we store your personal information

- Your information is securely stored.
- If you become a client, we will keep your information for the entirety of our relationship. Certain information is required to be kept for a certain amount of time after the relationship has ended due to insurance purposes. You can request your data at any time.
- If you submit your details for enquiry purposes and do not become a client, we keep your details to be able to update you on news and workshops. You can unsubscribe at any time by emailing booking@alchemycoaching.co.uk

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.
- Please contact us at bookings@alchemycoaching.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at bookings@alchemycoaching.co.uk

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

Helpline number: 0303 123 1113 / ICO website: <https://www.ico.org.uk>

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow, Cheshire
SK9 5AF