

Privacy Policy

Last updated: 23 January 2026

This Privacy Policy explains how **Stephanie Holder Coaching** (“we”, “us”, or “our”) collects, uses, and protects your Personal Data when you use this Website, and outlines your rights under data protection law.

We are committed to protecting your privacy and processing your Personal Data in a transparent, lawful, and secure manner in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Interpretation and Definitions

Interpretation

Words with capitalised initial letters have meanings defined below. These definitions apply whether the terms appear in singular or plural form.

Definitions

- **Company** refers to *Stephanie Holder Coaching*.
 - **Country** refers to the United Kingdom.
 - **Device** means any device capable of accessing the Website, including a computer, mobile phone, or tablet.
 - **Personal Data** means any information relating to an identified or identifiable individual.
 - **Service** refers to the Website and its informational content, enquiry forms, email subscription features, and downloadable resources.
 - **Service Provider** means a third party who processes data on our behalf (for example, email marketing or website hosting providers).
 - **Usage Data** refers to data collected automatically through use of the Website.
 - **Website** refers to *Stephanie Holder Coaching*, accessible at www.stephanieholdercoaching.com.
 - **You** means the individual or organisation accessing or using the Website.
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Collecting and Using Your Personal Data

Types of Data Collected

Personal Data

When using the Website, you may voluntarily provide Personal Data including:

- Name
- Email address

- Company
- Phone number (if provided via enquiry)
- Any information you include in an enquiry message

This typically occurs when you:

- Subscribe to email communications
- Request or download a PDF resource
- Submit an enquiry via the Website

Usage Data

Usage Data is collected automatically and may include information such as:

- IP address
 - Browser type and version
 - Pages visited and time spent on pages
 - Device identifiers and diagnostic data
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Tracking Technologies and Cookies

We use cookies and similar technologies to support Website functionality, understand usage, and improve performance.

Types of Cookies Used

- **Essential cookies** – required for basic Website operation
- **Consent cookies** – to record cookie preferences
- **Functional cookies** – to remember user preferences
- **Analytics cookies** – to understand how visitors interact with the Website

You can manage or disable cookies through your browser settings or any cookie banner provided. Disabling cookies may affect Website functionality.

How We Use Your Personal Data

We use Personal Data only where necessary and lawful, including to:

- Respond to enquiries
- Send requested resources (such as PDFs)
- Send email communications where you have opted in
- Improve Website performance and content
- Maintain Website security

- Comply with legal and regulatory obligations

We do **not** sell Personal Data and do **not** use it for automated decision-making or profiling.

Legal Basis for Processing (UK GDPR)

We process Personal Data on the following lawful bases:

- **Consent** – where you opt in to receive emails or download resources
- **Legitimate interests** – to operate, maintain, and improve the Website and respond to enquiries
- **Legal obligation** – where required to retain records under applicable law
- **Contract** – where Personal Data is processed in connection with coaching services governed by a separate client agreement

Coaching Services and Technology Use - Where Personal Data is processed in connection with coaching services, such processing is governed by the applicable client coaching agreement. This may include the use of secure digital tools provided by third-party platforms to support service delivery, continuity, and professional reflection.

Any such tools are used solely to support the delivery and quality of coaching services, are subject to confidentiality obligations, and are not used for automated decision-making, profiling, or performance evaluation. Explicit client consent is obtained where required.

This aligns with **Clause 8.5 (Data Protection)** of our client contracts, which reference this Privacy Policy.

Data Sharing

We may share Personal Data only with:

- **Service Providers** who support Website hosting, email delivery, or analytics
- **Professional advisers or regulators** where legally required

All Service Providers are required to process data securely and in accordance with data protection laws.

Data Retention

Personal Data is retained only for as long as necessary to:

- Fulfil the purpose for which it was collected
- Comply with legal, regulatory, or contractual obligations

Data related to coaching services is handled in accordance with the applicable client agreement.

Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your Personal Data
- Request correction of inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent at any time (for marketing communications)
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us using the details below. We may need to verify your identity and will respond within one month.

International Transfers

If Personal Data is transferred outside the UK or EEA, appropriate safeguards will be in place, such as adequacy decisions or standard contractual clauses.

Security of Your Personal Data

We use appropriate technical and organisational measures to protect Personal Data. While we take reasonable steps to safeguard information, no system can guarantee absolute security.

Children's Privacy

This Website is not intended for children under the age of 13. We do not knowingly collect Personal Data from children. If you believe a child has provided Personal Data, please contact us and we will remove it.

Links to Other Websites

The Website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Last updated" date.

Contact Us

If you have any questions about this Privacy Policy or how your Personal Data is processed, please contact:

 **Email:** stephanie@stephanieholdercoaching.com