

GDPR

Claire Nicole Coaching Privacy Policy

- At Claire Nicole Coaching, we are committed to maintaining the trust and confidence of our visitors to our web site. In particular, we want you to know that Claire Nicole Coaching is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it and how we keep it secure....
- 1.0 Data Collection - how & what we collect
- 1.1 Enquiries via the website 'contact' page, by phone, in-bound email or in person will result in personal data being collected - such as name, email address, telephone number and home / business address.
- 1.2 Information relating to an organisation's training or consulting needs may also be collected as part of any project brief.
- 1.3 COOKIES:
 - Like most websites, Claire Nicole Coaching uses cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our website. These can be disabled in your browser settings if you wish to alter your preferences.
 - 1.3.1 FACEBOOK CONVERSION TRACKING PIXEL (CUSTOM AUDIENCE PIXEL):
 - A custom audience pixel is a piece of code to provide a series of functions for transmitting application-specific events and user defined data to Facebook. Claire Nicole Coaching uses custom audience pixels to record information, via a third party software provider Leadpages, about the way visitors use this website. For this reason, each of these web pages contain a custom audience pixel. This pixel allows Claire Nicole Coaching to follow the actions of users after they are redirected to this website by clicking on a Facebook advertisement. Claire Nicole Coaching is thus able to record the efficacy of Facebook advertisements for statistical and market research purposes. The collected data remains

anonymous. This means that Claire Nicole Coaching cannot see the personal data of any individual user. However, the collected data are saved and processed by Facebook. Claire Nicole Coaching is informing you on this matter according to our information at this time. Facebook is able to connect the data with your Facebook account and use the data for their own advertising purposes, in accordance with Facebook's Data Use Policy found at: <https://www.facebook.com/about/privacy>.

- Please click here if you would like to revoke your permission:
- https://www.facebook.com/ads/website_custom_audiences

- 1.4 Google Analytics:
 - When someone visits www.clairenicolecoaching.com we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

- 1.5 Mailing Lists:
 - As part of the registration process for our signups, we collect personal information. We use that information for a couple of reasons: to tell you about news and events you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.
 - We use a third-party provider, ConvertKit, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing us direct and requesting this as part of your data protection.

- 2.0 Data Storage: How do we hold data & for how long
- 2.1 Information is held in electronic format on password protected databases, and or by third party CRM systems, which are legally bound to encrypt all data stored.
- 2.2 We retain personal information for as long as necessary to provide the services clients have requested, to keep them up-to-date with any offers we believe may be of interest to them, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our policies.
- Data will be deleted after it is no longer necessary for us to retain, or immediately upon request in compliance with your data protection.
- Contracts are all stored securely within third party online software, Hello Sign or DocuSign and are therefore protected under their encryption for your security.
- 3.0 Access to Personal Data:
- 3.1 Under GDPR regulations, you are entitled to view, amend, or delete the personal information that we hold. Email your request to claire@clairenicolecoaching.com