

Fly on the wall Coaching Privacy Notice

In this notice, we explain what personal information we collect, why we collect it and who of our trusted partners we share it with. It also tells you how you can access, amend or delete your personal information.

What personal information do we collect and why do we collect it?

We want to make the service we offer to you the best it can be through the information you share with us. Specifically, we want to:

1. Make sure our site is informative, up-to-date and functions properly
2. Ensure you are the first to know about Fly on the wall Coaching's latest news;
3. Make you aware of the existing events and latest programmes.

To be able to achieve these aims, we collect personal data in the ways set out below.

When you access our site, we ask for your consent to allow us to store the following cookies on your device:

- Wordpress - We use Wordpress to ensure your cookie choices are remembered.
- Google Analytics - We use Google Analytics to collect information about how users use our site. We use the information to compile reports and to help us improve the site. The cookies collect information, including the number of visitors to the website, where visitors have come from and the pages they visited.

- **Advertising analytics:**

From time to time we may run adverts through Google's AdWords service and in these cases, Google Analytics also uses cookies on our site for ad measurement.

Facebook Custom Audience - From time to time we use Facebook Custom Audience to run adverts and in these cases, Facebook uses cookies on our site for ad measurement.

You can also subscribe for updates via email on our site. When you do, we ask you for your name and email address;

- Email address - We will use this email address as the main way of communicating with you periodically about news and updates and for marketing purposes (see details below).
- Marketing communications by email - We would like to send you emails (and if applicable, call you) from time to time. You can always change your preferences at any time by contacting us via the contact form or at our registered offices (see address below). You can easily opt out of marketing by email via the unsubscribe link at the bottom of every 'news', 'update' or marketing email we may send.

Who has access to your information?

Fly on the wall Coaching Ltd. acts as the 'controller' of your personal information and does not and will not sell your information to third parties, including for marketing purposes. However, to deliver what we promise we will share some of your information with our trusted partners (software service providers), all of which act as data processors for us. Data processors are third parties who can only use your personal information in the way we have instructed them to do so as outlined in this privacy notice. They will not share your personal information with any organisation apart from us. They will hold it securely in compliance with UK data laws.

Specifically, we store your account data in our Customer Relationship Management (CRM) system. As said above, if you give us permission to do so, we also share personal information with our analytics partners, Google, who manages the information for analytics purposes. And finally, whenever we send you marketing emails, we use our partners MailChimp.

You also have the right to withdraw your consent with respect to the processing of your personal information for analytics purposes to enhance, modify or improve the site. You can do this by managing your privacy settings (depending on the browser you are using) at:

[Chrome](#)

[Firefox](#)

[Windows](#)

[Safari](#)

How can you access or update your Personal Information in your account?

We try our very best to keep your data accurate. However, if you become aware of any errors or if you would like to see what personal information we have collected from you, you may correct, update, amend, delete/remove, deactivate it by emailing our coaching@flyonthewallcoaching.com. We will respond to your request to access as soon as possible but at the very least within 30 days.

How do we keep your Personal Information secure?

The security of your personal information is important to us. When you provide us with it, we will take steps and make our best efforts to ensure it is treated securely on our systems.

How long do we keep your data?

We will retain your personal information for as long as your account is active or as needed to provide you services. We will retain and use your personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Links

From time to time, this site may contain links to other websites. We are not responsible for the content or privacy notices of any of these sites. If you submit personal information to any of those sites, your information is governed by their privacy notices. We encourage you to carefully read the privacy notices of any web site you visit.

Changes to this notice

We last updated this notice on the 13th of August 2019 in compliance with the 2019 GDPR. You can find out more about the GDPR in general on the ICO's website [here](#). We will keep this policy under review and updated as needed.

Contact Us

If what you read above doesn't answer all your questions or you have any other queries, please do get in touch with us directly. You can email us at coaching@flyonthewallcoaching.co.uk or use the site contact form..

Our registered office is:

Wigley Manor, Romsey Road, Ower, Romsey, SO51 6AF

Tel: 07769 944653 or 07850 128006