Gillian Haston Coaching - Privacy Policy

We are committed to protecting your privacy and full details on how we do this is outlined in this privacy policy. This is the privacy policy of Gillian Haston Coaching. We respect your privacy and are determined to protect your personal data. The purpose of this privacy policy is to inform you about how we look after your personal data when you visit our website or landing pages (regardless of where you visit from). We'll also tell you about your privacy rights and how the data protection law protects you.

Gillian Haston Coaching understands that your privacy is important and that you care about how your personal data is used and shared. We respect the privacy of everyone who visits our website and uses our online services.

We are committed to respecting, securing, and protecting your privacy and private data. We are also committed to being transparent about what we collect from you and how we use it.

This privacy notice provides you with information about what personal data we collect, how we use your data, how we ensure your privacy is maintained, and your legal rights relating to your personal data.

YOUR RIGHTS

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data; which this policy and our use of your data has been designed to uphold:

Right to be informed – you have the right to be informed about our collection and use of your personal data. Right of access – you have the right to request a copy of the information that we hold about you. You can do this by contacting us using the above details. Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete. Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records. Right to restriction of processing – where certain conditions apply, you have a right to restrict our processing. Right of portability – you have the right to have the data we hold about you transferred to another organisation. Right to object – you have the right to object to certain types of processing (such as direct marketing).

WHAT DATA DO WE COLLECT FROM YOU?

We collect some data automatically from you when you use our website. That information is:

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Your IP address, login information, browser type and version, time zone setting, browser plug-in types, geo-location information about where you might be, operating system and version. Your URL clickstreams (the path you take through our site), products/services viewed, page response times, download errors, how long you stay on our pages, what you do on those pages, how often, and other actions.

We also collect data that you give us if you are an online member Contact Details – Your name, Business Name, phone number, and email address.

Financial Information – Your bank and payment details when you become a member.

HOW WE USE YOUR DATA

Data protection law means that we can only use your data for certain reasons and where we have a legal basis to do so. Here are the reasons for which we process your data:

Keeping Our Website Running: providing and managing your access to our website and services, personalising and tailoring your experience on our website and services. Our legal basis for this is legitimate interest (see below).Improving Our Website: Testing features, interacting with feedback platforms and questionnaires, managing landing pages, heat mapping our site, traffic optimisation and data analysis and research, including profiling and the use of machine learning and other techniques over your data and in some cases using third parties to do this. Our legal basis for this is legitimate interest (see below).Marketing Purposes: We may send you emails and messages about new features, or further courses. You will always be able to unsubscribe from these. Our legal basis for doing that is either consent or legitimate interest (see below).Answering Your Queries & Customer Support: We will use your email and contact details to answer your contact requests and queries. Our legal basis for doing so is contractual obligation.

LEGAL BASIS

We have identified a legal basis for each of the purposes for which we use your data. This is what they mean:

Legitimate Interest

Processing your data is necessary for our legitimate interests or the legitimate interests of a third party, provided those interests are not outweighed by your rights and interests. These legitimate interests are:

gaining insights from your behaviour on our website

delivering, developing and improving our service

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enabling us to enhance, customise or modify our services and comms-enhancing data security

promoting our meetings, network and business opportunities to members and potential new members.

responding to customer enquiries, contact requests and promoting our services.

In each case, these legitimate interests are only valid if they are not outweighed by your rights and interests. You can always object to our processing of your data based on legitimate interest. If you do so and we have no other legal basis for processing your data we will stop. If we do have another legal basis we will continue to do so, subject to your legal rights.

Consent

You have given clear consent for you to process your personal data for a specific purpose. You can always withdraw your consent. You can do this by getting in touch via email to Gillian Haston Coaching. If you withdraw your consent and we have no other legal basis for processing your data we will stop. If we do have another legal basis we will continue to do so, subject to your legal rights.

STORING AND SHARING YOUR DATA

Data security is very important to us and we take appropriate security measures to safeguard and secure your data which is collected via our website and services.

We will never sell your personal data. In certain limited circumstances we may be legally required to share your personal data – for example where we are involved in legal proceedings, or where we are complying with a court order, regulatory requirement, or government department with appropriate legal authority to compel us to do so.

HOW LONG WE KEEP YOUR DATA

We do not keep your personal data for any longer than it is necessary in the light of the reason(s) for which it was first collected and for our obligation under other laws. We may need to keep your information to establish, bring or defend legal claims. We'll therefore always keep your personal data for 7 years after the date from which it is no longer necessary for us to hold it. At the end of that period your data will be either deleted completely or anonymised. Exceptions to the above will be:

Where you have exercised your right to have the information removed where it applies. Where the law requires us to keep your data for longer or delete it sooner. Where a legal claim is in progress – we'll keep your data until that claim is concluded.

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COOKIES

Like many other websites, ours uses cookies. Cookies are small pieces of information sent by an organisation to your computer or device and stored on your computer or device to allow a website to recognise you when you visit. They help us collect statistical data about your browsing actions and patterns but should not contain personal data (other than the cookie itself, which is defined as personal data under GDPR). All cookies used by and on our website are used in accordance with the current cookie law. Here are details of the cookies in current use on this site:

1. Google Analytics cookie: this shows web traffic analysis. These cookies have multiple expiration dates; please refer to this article (published by Google) for more information.

2. Google AdWords and Google Remarketing: We use the online advertising program Google AdWords and the Google Remarketing technology, both operated by the company Google Inc. ("Google"). For measuring conversion with Google AdWords, a conversion tracking cookie is placed when a user clicks on an Gillian Haston Coaching advertisement delivered by Google (“Ads”). Conversion tracking cookies expire after 30 days and are not used for personal identification. Google uses a different cookie for each Google AdWords customer and there is no consolidation of the cookie data with other data. If you click on one of our Ads and proceed to a page equipped with a conversion tag and the cookie has not yet expired, the conversion is documented. With the help of the conversion tracking cookie we see the total number of conversions and are able to review the performance of our Ads. 3. DoubleClick: We use remarketing codes to log when users view specific pages, allowing us to provide targeted advertising in the future.

CHANGES TO OUR PRIVACY NOTICE

We may change this privacy notice from time to time (for example, if the law changes). Any changes will be immediately posted on our site. We recommend you check the privacy notice regularly to remain up to date. This privacy notice was updated in May 2025.

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