

Privacy Notice

Charlotte Noon and **Charlotte Noon Coaching** are committed to respecting and safeguarding your personal information.

We do not knowingly collect any personally identifiable information from anyone under the age of 18 and conform to the Data Protection Act 1998 and its successor the EU General Data Protection Regulation (GDPR).

The data controller is Charlotte Noon (trading as Charlotte Noon Coaching) at 1 Herbert Terrace, Sunderland, SR5 1RL.

Coaching Clients

Coaching clients are asked to complete a new client questionnaire and provide personal data as well as full contact details before their contract commences.

Consent to securely store and use this information is gained by signing an agreement form during the contracting phase.

The data collected is used solely in connection with the purposes of carrying out our obligations to you as a client during the contracted period and is not passed on to anyone outside of Charlotte Noon Coaching.

Session notes are kept for seven years (or seven years after your teen turns 18), following completion of the coaching assignment unless you request otherwise. After this period, hard copies are shredded and electronic copies deleted. This is in alignment with guidelines from the Association for Coaching.

Depersonalised, basic information such as initials, number of sessions completed and programme duration are kept indefinitely for professional accreditation requirements.

If you have explicitly given us permission to keep your contact details beyond the coaching assignment we will hold these securely in order to send you our newsletter and relevant information. We may also use it to request a reference or testimonial.

Website Visitors

Like most web sites, we gather certain information automatically and store it in log files. This information includes Internet protocol (IP) addresses, browser type, referring pages, date/time stamp and click stream data. We use this information, which does not identify individual users, to analyse trends, to administer the Web Site, to track users' movements around the Web Site and to gather demographic information about our user base as a whole. We do not link this automatically-

collected data to personally identifiable information. You can read the Google Analytics privacy policy at <https://policies.google.com/privacy>.

We also may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service.

Newsletter Subscribers

If you sign up for our e-newsletter, we will store your full name, location (town, country), email address, specific reason you had for signing up (if given) and how you heard about us (if given). When you sign up we also ask you to give your consent to store this information in future.

We will use your email address to send you our newsletter which contains:

- News and information relevant to coaching
- Marketing information such as details about forthcoming courses, events, special offers and relevant activities provided by other providers.

Your details are held securely by our software platform 'ESC Hub' (formerly Gold Star Pro), who adhere to strong privacy protections which mean they are handling personal data appropriately and in line with EU legal requirements. You can check out their general privacy policy through this link: [Privacy Policy - Gold Star Pro](#).

You can opt out of receiving our newsletter at any time by choosing 'unsubscribe' on any newsletter or by emailing us using the addresses below.

Keeping records up to date

We will endeavour to keep your contact details correct and up to date. Please help us with this by reporting any changes to us at the email addresses shown below.

Requesting records

You may request access to any data we hold on you and we will respond to and honour these requests as soon as possible.

Security

We have appropriate procedures in place to detect, report and investigate a personal data breach. In the unlikely event of a serious data breach, we will notify you and the



ICO (Information Commissioner's Office) as soon as reasonably possible and within 72 hours of becoming us aware of it.

Contact

We welcome any questions, comments and requests regarding this privacy policy. Please contact us at info@charlottenooncoaching.co.uk

Changes to this notice

Any changes we may make to this policy in future will be posted on our website at <https://www.charlottenooncoaching.co.uk/privacy-notice> and, where appropriate, notified to you by e-mail.

Updated

March 2026