



## **Privacy Policy & Terms of Service**

This privacy policy sets out how Kay Lundy The Expert Admin Coach uses and protects any information that you give Kay Lundy The Expert Admin Coach when you use this website.

Kay Lundy The Expert Admin Coach is committed to ensuring that your privacy is protected. Should she ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy statement. Kay Lundy The Expert Admin Coach may change this policy from time to time by updating this page. You should check this page periodically to ensure that you are happy with any changes. This policy is effective from 2nd June 2020.

## **The General Data Protection Regulations**

### **What I collect**

I may collect the following information:

name

contact information including social media, your postal address, email address and phone number

### **What I do with the information I gather**

I require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal record keeping

I may use the information to improve our products and services

I may periodically send promotional material about new products, special offers or other information which I think you may find interesting using the email or postal address which you have provided.

From time to time, I may also use your information to contact you for market research purposes.

I may contact you by social media, email, phone, or mail. I may use the information to customise my offering according to your interests.

## **Security**

I am committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure I have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information I collect online.

## **Cookie Policy and How I use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse website traffic or lets me know when you visit a particular site. I use traffic log cookies to identify which pages are being used. This helps me analyse data about website page traffic and improve my services in order to tailor it to customer needs. I only use this information for marketing purposes and statistical analysis purposes. Overall, cookies help me provide you with a better service, by enabling me to monitor which pages you find useful and which you do not. A cookie in no way gives Kay Lundy The Expert Admin Coach access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most website browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of my services.

## **Links to other Websites**

My website and Instagram content may contain links to other Websites of interest. I cannot be responsible for the protection and privacy of any information which you

provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the Website in question.

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways: whenever you are asked to fill in a form electronically on the Website if you complete the form to access a product or offer you are consenting to receiving marketing information about Kay Lundy The Expert Admin Coaching and Mentoring. If you do not want to receive marketing information please unsubscribe or let me know and I will stop sending it to you.

I will not sell, distribute or lease your personal information to third parties unless I have your permission or are required by law to do so. I may use your personal information to send you promotional information about third parties which I think you may find interesting if you tell me that you wish this to happen. You may request details of personal information which I hold about you. If you would like a copy of the information held on you please write to our registered office (address below).

### **Refund Policy**

Should you wish or decide to withdraw or cancel the purchase of your Coaching or Mentoring package, you must notify me in writing (email or letter) within the Cooling Off Period to the contact details below. I provide a 5 day Cooling Off Period.

For coaching products I will provide the coaching that was agreed when you purchased the service on the basis that the coaching is booked to take place at mutually convenient times and dates, within one month of your purchase. If you have not arranged your coaching within one month of purchase it will have lapsed.

### **Unsubscribing from my contacts**

You can unsubscribe from my communications at any time and I will then stop contacting you, your data may be held as an unsubscribed contact to prevent me from sending you further communications.

You may also request for your personal information to be removed from my database at any time. Details will only remain to be held if relevant to fulfil a product purchased or to prevent you from being sent further communication in the future.

### **Access to your information and correction**

You have the right to request a copy of the information that I hold about you. I want to make sure that your personal information is accurate and up to date. You may ask me to correct or remove information you think is inaccurate.

### **Retention of data**

Once you are no longer involved with Kay Lundy The Expert Admin Coach I will securely retain your data for 3 years for adults unless you tell me otherwise.

### **Registered Office**

Kay Lundy The Expert Admin Coach  
Registered Office: 4 Chandler Road, Loughton, Essex IG10 2LQ