

Privacy Policy

Last updated: 26 March 2026

1. Introduction

Kimmu Coaching ("we", "us") is committed to protecting your privacy. This policy explains how we collect, use, store, and protect your personal data in connection with our website (www.kimmucoaching.com) and coaching services.

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. By using our website or engaging with our services, you confirm you have read and understood this policy.

2. Who We Are

The data controller is Bethan Davies, Kimmu Coaching. If you have questions about your data, contact us at:

Bethan Davies, Kimmu Coaching

bethan@kimmu.co.uk | www.kimmu.co.uk

3. What Data We Collect

We may collect and process:

- Contact details: name, email address, phone number (if provided), country of residence
- Booking and payment information: appointment history and payment records (card details are processed by Stripe – we do not store them)
- Coaching-related information: intake form responses, session notes, goals and progress
- Website usage data: IP address, pages visited, browser type, and cookie data

4. How We Collect Your Data

- Directly from you when you make an enquiry, book a session, or complete an intake form
- Through Acuity Scheduling when you book
- Automatically through cookies and analytics when you visit our website

5. Legal Basis for Processing

- Contract performance – to provide the coaching services you have booked
- Legitimate interests – to manage the business and maintain records
- Legal obligation – where required by law
- Consent – for marketing communications; you may withdraw this at any time

Where you share special category data (such as information about mental health or ADHD), we process this on the basis of your explicit consent and/or because it is necessary to deliver the coaching service.

6. How We Use Your Data

- To schedule and manage appointments
- To deliver coaching and communicate with you
- To process payments and maintain financial records
- To maintain professional session records
- To respond to enquiries
- To send updates or newsletters (with your consent only)
- To improve our website through usage analysis

7. How We Share Your Data

We do not sell your data. We may share it only:

- With third-party service providers (Acuity Scheduling, Stripe, email/video platforms) who are contractually bound to process data on our instructions
- In professional supervision – anonymised wherever possible
- Where required by law or court order
- Where necessary to protect the safety of you or others

Where data is transferred outside the UK (e.g. via US-based platforms), appropriate safeguards such as Standard Contractual Clauses are in place.

8. How Long We Keep Your Data

- Client contact and session records: 7 years from the end of the coaching relationship
- Financial records: 7 years (HMRC requirement)
- Website analytics data: up to 26 months
- Marketing data: until you unsubscribe or withdraw consent

Data is securely deleted or anonymised once no longer needed.

9. Cookies

Our website uses cookies to improve your experience and help us understand how visitors use the site. These include:

- Strictly necessary cookies – essential for the website to function
- Analytics cookies – to understand visitor behaviour (set only with consent)
- Functional cookies – to remember your preferences

When you first visit the website, you will be shown a cookie consent banner. You can manage your cookie preferences at any time via your browser settings.

10. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Correct inaccurate or incomplete data
- Request deletion of your data where there is no lawful basis to retain it
- Restrict or object to how we process your data

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- Receive your data in a portable format

To exercise any of these rights, email bethan@kimmu.co.uk. We will respond within one month. You also have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

11. Data Security

We take appropriate technical and organisational measures to protect your data against unauthorised access, loss, or destruction, including secure storage of session notes and use of encrypted communication platforms.

12. Children's Privacy

Our services are intended for adults aged 18 and over. We do not knowingly collect data from anyone under 18. If you believe we have done so inadvertently, please contact us and we will delete it promptly.

13. Changes to This Policy

We may update this policy from time to time. Changes will be posted on this page with a revised date. Where changes are significant, we will notify existing clients directly where possible.