

ForwardLight customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- Sharing information outside the UK
- How to complain

Contact details

Telephone

+12404256648

Email

info@forwardlight.co.uk

What information we collect, use, and why

We collect or use the following information **to provide life coaching services**:

- Name, address and contact details
- Gender
- Pronoun preferences
- Date of birth
- Emergency contact details
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Records of meetings and decisions
- Call recordings

We also collect the following special category information **to provide life coaching services**

This information is subject to additional protection due to its sensitive nature:

- Health information specifically relating to ADHD

We collect or use the following information **for safeguarding or public protection reasons**:

- Name, address and contact details
- Emergency contact details
- Records of meetings and decisions

We collect or use the following personal information **to comply with legal requirements**:

- Name
- Contact information
- Any other personal information required to comply with legal obligations
- Safeguarding information

We collect or use the following personal information **for information updates, marketing or market research purposes**:

- Names and contact details
- Records of consent, where appropriate

We also collect the following special category information **for information updates, marketing or market research purposes**. This information is subject to additional protection due to its sensitive nature:

- Health information specifically relating to ADHD

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Purchase or service history
- Call recordings
- Customer or client accounts and records
- Financial transaction information
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide life coaching services** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legitimate interests - we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - ForwardLight provides life coaching specifically for clients diagnosed with ADHD and those seeking a diagnosis for ADHD. For that reason, personal information regarding clients and their mental health diagnosis are collected and used to provide patient care and services relating to ADHD.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information **for safeguarding or public protection reasons** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for information updates, marketing or market research purposes: We need to protect the physical, mental or emotional well-being of people who need extra support, or to protect them from harm or neglect (the 'safeguarding condition').

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you

How long we keep information

- Client Names and Contact Details are stored until the Client requests that we delete their data.

Who we share information with

Others we share personal information with

- Professional advisors

Sharing information outside the UK

Where necessary, we will transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: ADDCA

Category of recipient: Professional Advisors and ADHD Coaching Training

Country the personal information is sent to: USA

How the transfer complies with UK data protection law: The country or sector has been assessed as providing adequate protection to data subjects (also known as Adequacy Regulations or UK data bridge)

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@forwardlight.co.uk

Telephone: +12404256648

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

ICO Head Office

4th Floor, No.3 Circle Square

5 Hawkshaw Street

Manchester

M1 7BL

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>