

Privacy Policy

TRANSITION POINT COACHING

Last updated: 31 August 2026

Transition Point Coaching respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how I collect, use and protect your personal data when you visit this website, make an enquiry, book a discovery call or use my coaching services.

1. Who I am

Transition Point Coaching provides professional coaching and mentoring services.

For the purposes of UK data protection law, Transition Point Coaching is the data controller for the personal information collected and processed through this website and in connection with coaching services.

For privacy-related enquiries, please contact me using the contact details provided on this website.

2. Information I may collect

Depending on how you interact with Transition Point Coaching, I may collect information including:

- Your name and contact details, such as your email address and telephone number.
- Information you provide when completing an enquiry, contact or booking form.
- Information you voluntarily share during discovery calls or coaching sessions.
- Information required to arrange and administer coaching sessions.
- Payment and transaction information. Payments may be processed through third-party payment providers and I do not necessarily receive or retain your full payment-card details.
- Communications between you and Transition Point Coaching.
- Technical information relating to your use of the website, such as IP address, browser information and cookie or analytics data where applicable.

Please avoid providing medical or other sensitive personal information through general website contact forms unless it is necessary.

3. How I use your information

I may use your personal information to:

- Respond to enquiries.
- Arrange discovery calls and coaching sessions.
- Provide and administer coaching services.
- Communicate with you about appointments or services you have requested.
- Process and maintain records of payments.
- Maintain appropriate business and financial records.
- Improve my website and services.
- Send marketing communications where you have consented to receive them.
- Meet legal, regulatory, insurance or professional obligations.

I will only use personal information where I have a lawful basis to do so. This may include your consent, performance of a contract with you, compliance with a legal obligation, or my legitimate interests in operating and improving my coaching business.

Where special category personal data is processed, I will only do so where an appropriate additional legal condition applies.

4. Coaching confidentiality

Information shared during coaching sessions will be treated confidentially and handled with appropriate care.

There may, however, be limited circumstances in which confidentiality cannot be maintained, for example where disclosure is required by law or where there is a serious and immediate concern about safety. Where appropriate and legally permitted, I would aim to discuss this with you before taking further action.

Transition Point Coaching provides coaching and mentoring, not medical or psychiatric assessment, diagnosis or treatment. My work as a coach is separate from my clinical role, and I cannot provide individual medical advice through Transition Point Coaching.

5. Sharing your information

I do not sell your personal information.

I may use trusted third-party providers to help operate the business, for example website hosting, appointment scheduling, email, video conferencing, payment processing, accounting or analytics services.

These organisations may process personal data on my behalf or act as independent data controllers depending on the service they provide.

I may also disclose information where required by law or where reasonably necessary to establish, exercise or defend legal rights.

6. International data transfers

Some service providers may process or store information outside the United Kingdom.

Where this happens, I will take reasonable steps to ensure that appropriate safeguards are in place in accordance with UK data protection law.

7. How long I keep your information

I will keep personal information only for as long as reasonably necessary for the purpose for which it was collected and to meet relevant legal, financial, insurance and professional requirements.

Different categories of information may therefore be retained for different periods.

When information is no longer required, it will be securely deleted or anonymised where appropriate.

8. Cookies and website analytics

This website may use cookies and similar technologies to enable website functionality, understand how visitors use the website and improve the user experience.

Where required by law, non-essential cookies will only be used with your consent.

You can manage your cookie preferences through the website's cookie settings and through your browser settings.

9. Marketing

I will only send direct electronic marketing where I have an appropriate lawful basis to do so.

You can unsubscribe from marketing communications at any time using the unsubscribe option provided or by contacting me.

10. Your data protection rights

Under UK data protection law, you may have rights including the right to:

- Request access to the personal information I hold about you.
- Ask for inaccurate information to be corrected.
- Request deletion of your information in certain circumstances.
- Request restriction of processing in certain circumstances.
- Object to certain uses of your information.
- Request transfer of certain information to you or another organisation.
- Withdraw consent where processing is based on consent.

These rights are subject to certain legal exceptions.

If you have concerns about how your personal information is being handled, please contact Transition Point Coaching in the first instance.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK's data protection regulator.

11. Security

I take reasonable organisational and technical measures to protect personal information against loss, misuse, unauthorised access, disclosure or alteration.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

12. Third-party websites

This website may contain links to websites or services operated by other organisations. Transition Point Coaching is not responsible for the privacy practices of third-party websites, and you should review their privacy policies separately.

13. Changes to this Privacy Policy

I may update this Privacy Policy from time to time to reflect changes to my services, website, technology or legal requirements.

The latest version will be published on this website with the date it was last updated.

14. Contact

If you have any questions about this Privacy Policy or how your personal information is handled, please contact:

Transition Point Coaching

Email: <mailto:info@transitionpointcoaching.co.uk>

Website: www.transitionpointcoaching.co.uk