Privacy Policy

Amy Nolan Wellbeing

Last updated: September 2026

Amy Nolan Wellbeing takes your privacy seriously. This Privacy Policy explains what personal information I collect, why I collect it, how it is used and stored, and the rights you have in relation to your information.

Amy Nolan Wellbeing provides wellbeing coaching and mentoring services to adults, children and young people.

For the purposes of UK data protection law, **Amy Nolan Wellbeing is the data controller** for the personal information described in this policy.

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

Email: hello@anwellbeing.co.uk

1. Information I may collect

The information I collect will depend on how you interact with Amy Nolan Wellbeing.

Website enquiries and discovery calls

If you contact me through my website, I may collect:

- your name;
- email address;
- telephone number;
- your preferred dates or times for a discovery call; and
- any information you choose to provide about your enquiry or the support you are looking for.

Please only provide information that is relevant to your enquiry.

Clients

If you decide to work with Amy Nolan Wellbeing, I may also collect information such as:

- contact details;
- relevant information provided during initial conversations or forms;
- appointment and attendance information;
- information about the areas you would like support with;
- session notes;
- goals, strategies and agreed actions;
- communications relating to your sessions;
- payment and transaction information; and
- other information that is reasonably necessary to provide the service.

Where I work with a child or young person, I may also hold relevant information about their parent or guardian and information provided by them.

Depending on what you choose to discuss, some information may be considered **special category personal data** under data protection law. This can include information relating to physical or mental health, for example.

I aim to collect only information that is relevant and necessary for the support I provide.

2. Why I use your information

I may use personal information to:

- respond to enquiries;
- arrange discovery calls and appointments;
- provide wellbeing coaching or mentoring;
- prepare for and keep appropriate records of sessions;
- communicate with clients and, where relevant, parents or guardians;

- manage bookings, cancellations and payments;
- maintain appropriate business and financial records;
- respond appropriately to safeguarding concerns;
- meet legal, regulatory, insurance or professional obligations;
- manage and improve my website and services; and
- protect the safety and legitimate interests of Amy Nolan Wellbeing and the people I work with.

Information submitted through the website enquiry form is used to respond to your enquiry and, where requested, arrange a discovery call. It is not added to a marketing mailing list.

3. Lawful basis for using your information

Under UK data protection law, I must have a lawful reason for processing personal information.

Depending on the circumstances, Amy Nolan Wellbeing may rely on:

Contract – where processing is necessary to take steps at your request before you become a client or to provide the service you have agreed to receive.

Legitimate interests – where it is reasonably necessary to operate and administer Amy Nolan Wellbeing, communicate with clients, maintain appropriate records and protect the business, provided those interests are not overridden by your rights and interests.

Legal obligation – where information must be processed or retained to comply with a legal requirement.

Vital interests – in exceptional circumstances where processing is necessary to protect someone's life.

4. Sensitive and wellbeing information

Because of the nature of wellbeing coaching and mentoring, you may choose to share information relating to your physical or mental health or other information classed as special category data.

Special category information receives additional protection under data protection law.

Where an additional condition is required to process this information, I will identify and document the appropriate condition under Article 9 of the UK GDPR. This may include **explicit consent** where this is the appropriate basis.

Where explicit consent is relied upon, you can withdraw that consent at any time by contacting hello@anwellbeing.co.uk. Withdrawal does not affect processing that was lawful before consent was withdrawn.

There may also be limited circumstances in which information needs to be processed for another legally permitted reason, including certain safeguarding or legal situations.

5. Children and young people

Amy Nolan Wellbeing provides wellbeing mentoring to children and young people and therefore takes particular care when handling their personal information.

Where appropriate, information may be obtained from a parent or guardian as well as directly from the child or young person.

I aim to involve children and young people in decisions about their information in a way that is appropriate to their age, understanding and circumstances.

Information shared within sessions is treated respectfully and confidentially. However, confidentiality cannot be absolute. If information raises a serious concern about a child's or another person's safety or welfare, it may be necessary to share relevant information with an appropriate person or organisation in accordance with safeguarding responsibilities.

Where information does need to be shared, I will aim to share only what is relevant and necessary.

6. How your information is stored

I take reasonable steps to keep personal information secure and protect it against unauthorised access, loss, misuse or disclosure.

Electronic client records and session notes are stored electronically using password-protected systems, including Microsoft Word and OneDrive.

Microsoft Teams may be used to provide online sessions and communicate in connection with appointments.

Access to client information is limited to what is necessary for the operation of Amy Nolan Wellbeing.

7. Payments

Payments may be made by bank transfer, card payment through Monzo Business, or cash.

Where a payment provider or bank processes a payment, that provider may process personal and financial information in accordance with its own privacy arrangements.

Amy Nolan Wellbeing does not need to store full card details when payments are processed by the relevant payment provider.

Financial records may be retained where necessary to meet accounting, tax and other legal obligations.

8. Sharing your information

I do not sell your personal information.

Information will only be shared where there is an appropriate reason to do so. This may include:

- service providers that help me operate the business, such as website, cloud-storage, communications or payment providers;
- accountants, insurers or professional advisers where necessary;
- relevant professionals or organisations where you have agreed to information being shared;
- organisations or individuals where disclosure is required by law; or
- appropriate services or authorities where there is a safeguarding concern or serious risk of harm and sharing information is necessary and lawful.

Where possible and appropriate, I will discuss information sharing with you beforehand.

Some organisations that provide services to Amy Nolan Wellbeing, such as technology providers, may process information on my behalf and are required to handle that information appropriately.

9. How long I keep information

I do not keep personal information for longer than it is reasonably necessary.

Different types of information may need to be retained for different periods depending on why it was collected, legal requirements, safeguarding considerations, insurance requirements and the need to establish, exercise or defend legal claims.

As a general approach:

- **Enquiries that do not become clients:** information will normally be deleted when it is no longer reasonably required to deal with the enquiry, and ordinarily within **12 months**.
- **Client records and session notes:** these will be retained for an appropriate period after the end of the working relationship, taking account of the nature of

the service, the age of the client, safeguarding considerations, insurance requirements and any relevant limitation periods.

- **Children and young people's records:** retention will be considered particularly carefully because relevant issues may not arise until after the young person reaches adulthood.
- **Financial and accounting records:** these will be retained for the period required by applicable tax and accounting law.

Records may be kept for longer where there is an ongoing safeguarding matter, complaint, dispute, legal requirement or another legitimate reason to retain them.

I review the information I hold and securely delete or anonymise it when it is no longer required.

10. Website, analytics and cookies

The Amy Nolan Wellbeing website is hosted using **Wix**.

The website may use cookies and similar technologies. Some cookies are necessary for the website to function, while others may be used for analytics to help understand how visitors use the website.

Where required, non-essential cookies and analytics technologies will only be used in accordance with the choices you make through the website's cookie controls.

You can use the cookie banner/settings on the website to manage your preferences for non-essential cookies.

Wix may process certain information when you visit the website in accordance with its own privacy and data-processing arrangements.

11. International data transfers

Some technology providers used by Amy Nolan Wellbeing may store or process information outside the United Kingdom.

Where personal information is transferred internationally, I will take reasonable steps to ensure that an appropriate mechanism or safeguard required by UK data protection law is in place.

12. Your data protection rights

Depending on the circumstances and the lawful basis being relied upon, you may have rights including:

- the **right of access** to personal information held about you;
- the **right to rectification** of inaccurate or incomplete information;
- the **right to erasure** in certain circumstances;
- the **right to restrict processing** in certain circumstances;
- the **right to object** to certain processing;
- the **right to data portability** in certain circumstances; and
- the **right to withdraw consent** where processing is based on consent.

These rights are not absolute and whether a particular right applies depends on the circumstances and the lawful basis for processing.

To exercise a data protection right or ask a question about your information, contact:

hello@anwellbeing.co.uk

I may need to verify your identity before responding to a request.

13. Complaints

If you have concerns about how Amy Nolan Wellbeing has handled your personal information, please contact me in the first instance at **hello@anwellbeing.co.uk** so I can try to resolve the issue.

You also have the right to raise a concern with the UK's data protection regulator, the **Information Commissioner's Office (ICO)**.

Information about your rights and how to contact the ICO is available on the ICO website.

14. Changes to this Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes to Amy Nolan Wellbeing's services, technology, legal requirements or how personal information is processed.

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