

Privacy Policy

goldentouchcoaching.com

Last updated: May 2026

About This Policy

This Privacy Policy explains how Golden Touch Coaching and Consultancy collects, uses, stores, and protects personal data collected through goldentouchcoaching.com. We are committed to ensuring that your privacy is protected and that we handle your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Data Controller: Golden Touch Coaching and Consultancy

Website: goldentouchcoaching.com

Contact Email: enquiries@goldentouchcoaching.com

If you have any questions about this Privacy Policy or how we handle your personal data please contact us at the email address above.

2. What Personal Data We Collect

We collect the following personal data through goldentouchcoaching.com:

- Name and email address — submitted through contact forms, enquiry forms, or mailing list sign-up
- Message content — submitted through contact or enquiry forms
- Usage data — how you interact with our website including pages visited and time spent, collected via analytics cookies only with your consent

We do not collect sensitive personal data such as financial information, health data, or government identification numbers through this website.

3. How We Collect Your Data

We collect personal data in the following ways:

- When you complete and submit a contact or enquiry form on goldentouchcoaching.com
- When you sign up to receive communications from Golden Touch Coaching and Consultancy
- When you interact with any tool or feature on the website that requires an email address

- Automatically through cookies and analytics when you visit the website — see our Cookie Policy for full details

4. Why We Collect Your Data and Our Lawful Basis

We collect and use your personal data for the following purposes:

- To respond to your enquiries and communicate with you about our services — lawful basis: legitimate interests
- To send you updates, insights, and information about Golden Touch Coaching and Consultancy services where you have opted in — lawful basis: consent
- To improve our website and understand how visitors use it — lawful basis: legitimate interests (analytics cookies require consent)

Where we rely on consent as our lawful basis you have the right to withdraw that consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before withdrawal.

5. How We Store Your Data

Your personal data is stored securely. Email addresses and contact details submitted through goldentouchcoaching.com are stored within Mailchimp, our email marketing platform. Mailchimp is a reputable third party service provider based in the United States that complies with UK GDPR through standard contractual clauses.

We retain your personal data for as long as is necessary to fulfil the purposes for which it was collected. If you unsubscribe from our mailing list your data will be removed from our active list promptly. Contact form submissions are retained for no longer than two years.

6. Who We Share Your Data With

We share your personal data only with the following third party service provider:

- Mailchimp (The Rocket Science Group LLC) — our email marketing platform, used to manage and send communications to people who have opted in to hear from Golden Touch Coaching and Consultancy. Mailchimp's privacy policy can be viewed at mailchimp.com/legal/privacy

We do not sell, rent, or share your personal data with any other third parties for marketing purposes. We do not share your data with any other websites, brands, or individuals.

7. International Data Transfers

Mailchimp is based in the United States. When your data is transferred to Mailchimp it is transferred outside the United Kingdom. Mailchimp safeguards such transfers through standard contractual clauses approved by the relevant data protection authorities, ensuring your data receives an equivalent level of protection to that required under UK GDPR.

8. Your Rights

Under UK GDPR you have the following rights in relation to your personal data:

- The right to access — you can request a copy of the personal data we hold about you
- The right to rectification — you can request that we correct any inaccurate or incomplete data
- The right to erasure — you can request that we delete your personal data where there is no compelling reason for us to continue processing it
- The right to restrict processing — you can request that we limit how we use your data
- The right to object — you can object to us processing your data for direct marketing purposes
- The right to data portability — you can request that we transfer your data to another organisation or directly to you

To exercise any of these rights please contact us at enquiries@goldentouchcoaching.com. We will respond to all requests within one month.

9. How to Complain

If you have concerns about how Golden Touch Coaching and Consultancy handles your personal data and you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

ICO website: ico.org.uk

ICO helpline: 0303 123 1113

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do we will update the date at the top of this page. We encourage you to review this policy periodically.

11. ICO Registration

Golden Touch Coaching and Consultancy is registered with the Information Commissioner's Office as a data controller.

ICO Registration Number: [TO BE ADDED ONCE REGISTERED]