

Privacy policy

BROOKE LONGMORE

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Wix.com is the platform to which brookelongmore.co.uk is operated from.

The following document details how your information is gathered and stored when you chose to use the services at brookelongmore.co.uk.

1:1 Mindset, Stress/Anxiety, PTSD, Bereavement, Couples support

Services and information held – agreements/payment

The information you provide at time of booking is your name, phone number, zoom user ID and email address which is used for the duration of your coaching agreement. Your email address, phone number and zoom ID address is used for us to communicate via sessions.

****You can at any time withdraw consent for emails or further contact to be made sending an “opt out” email. This withdrawal can be accepted via email brooke@brookelongmore.co.uk with the word "unsubscribe" in the subject line.**

Your coaching/terms and conditions agreement is signed at the start of the agreement with some personal details to keep you safe during the coaching programme, i.e. name, address, dob, emergency contact etc, this is then stored for the duration of the programme on a password protected computer.

When the individual is under the age of 16 years old the coaching/terms and conditions agreement is signed by both them and the agreeing parent/guardian. This is then stored for the duration of the programme on a password protected computer.

When you have finished your programme this coaching agreement can be deleted upon request by emailing brooke@brookelongmore.co.uk with **“Delete my coaching agreement” in the subject line.**

Any testimonial you provide via the testimonial agreement form after your programme gives you the option to leave your name or to have it kept anonymous and what sites/social media etc that you give permission for me to use.

Payments that are made for services are made via bank transfer and/or PayPal and no bank details are stored on my computer or equipment. If you are paying via PayPal there is an additional charge for this service, we will discuss this should you wish to use this option.

Educational work

I do not hold any personal details for pupils I work with in group settings. I am given a register of pupils to take at the start of each session with first and second name only. This is given to the school at the end of the session.

Organisational development

1:1 work within organisations:

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Payments that are made for services are made via bank transfer and/or PayPal and no bank details are stored on my computer or equipment. If you are paying via PayPal there is an additional charge for this service, we will discuss this should you wish to use this option.

Group work programmes:

I do not hold details of individuals who attend the group work programmes unless they then transfer on to a 1:1 programme.

Family support

Services and information held - Family support – agreements/payment

The information you provide at time of booking is your name, phone number, zoom user ID and email address which is used for the duration of your coaching agreement. Your email address, phone number and zoom ID address is used for us to communicate via sessions.

****You can at any time withdraw consent for emails or further contact to be made sending an "opt out" email. This withdrawal can be accepted via email brooke@brookelongmore.co.uk with the word "unsubscribe" in the subject line.**

Your family support/terms and conditions agreement is signed at the start of the agreement with some personal details to keep you safe during the coaching programme, i.e. name, address, dob, emergency contact etc, this is then stored for the duration of the programme on a password protected computer.

When the individual is under the age of 16 years old the family support/terms and conditions agreement is signed by both them and the agreeing parent/guardian. This is then stored for the duration of the programme on a password protected computer.

When you have finished your programme this family support agreement can be deleted upon request by emailing brooke@brookelongmore.co.uk with **"Delete my coaching agreement" in the subject line.**

Any testimonial you provide via the testimonial agreement form after your programme gives you the option to leave your name or to have it kept anonymous and what sites/social media etc that you give permission for me to use.

Payments that are made for services are made via bank transfer and/or PayPal and no bank details are stored on my computer or equipment. If you are paying via PayPal there is an additional charge for this service, we will discuss this should you wish to use this option.

Alternative therapies and reiki training

Services and information held (alternative therapies and training) – agreements/payment

The information you provide me with prior to your treatments are name, telephone number, address, email address, emergency contact, and a short medical history/current medication.

This information is required to keep you safe during your treatment. This information is stored on a password protected computer for referring to in future treatment sessions.

****If you wish to have this information destroyed or deleted all you have to do is email me (brooke@brookelongmore.co.uk) with the word "delete all my information" in the subject line.**

Any testimonial you provide via the testimonial agreement form after your treatment gives you the option to leave your name, have it kept anonymous and what sites/social media etc that you give permission for me to use.

Payments that are made for services are made via bank transfer and/or PayPal and no bank details are stored on my computer or equipment.

Website

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Cookies

Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site.

Cookies are used to collect information when you are on the website, you can block what cookies are being used at any time. Please be aware however this may limit what you can access when on the site.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and your contact details

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at brooke@brookelongmore.co.uk