

PRIVACY POLICY

General

At UnscrambledHeads, we are committed to protecting your privacy. This privacy policy explains what information we collect, how your information is collected, and how we may use it.

The privacy of your information is of utmost importance to us. If you have any questions relating to how we use and store your information, please contact us and UnscrambledHeads will provide a response within 7 days.

- UnscrambledHeads requires that all of our clients sign a **Coach-Client Agreement** prior to initiating service with you. This acts as the legal contract for the service.
- For children under the age of 16, UnscrambledHeads needs the **consent** of a parent/guardian for the Coach-Client Agreement.
- When you conduct a transaction on our website, UnscrambledHeads collects the **personal information** you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated only. If it is stored, then it is done so on a password encrypted laptop and storage device. Some files may be stored on an “unshared”, password protected cloud storage area.
- UnscrambledHeads is **hosted on the Wix.com platform**. Wix.com provides us with the online platform that allows us to inform you about our services. 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.
- The UnscrambledHeads websites (.com and .co.uk) may **link to other websites** and UnscrambledHeads is not responsible for the privacy policies or practices of those websites or any other third party.
- **Cookies:** Cookies are very small text files that are stored on your computer when you visit some websites. We use cookies to help identify your computer so UnscrambledHeads can tailor your user experience, track shopping basket contents and remember where you are in the order process (when applicable). You can disable any cookies already stored on your computer, but these may stop the UnscrambledHeads website from functioning properly. There are two main kinds of cookies: session cookies and persistent cookies. Session cookies are deleted from your computer when you close your browser, whereas persistent cookies remain stored on your computer until deleted, or until they reach their expiry date.

This website uses cookies. By using this website and agreeing to this policy, you consent to UnscrambledHeads’ use of cookies in accordance with the terms of this policy.

UnscrambledHeads may use **Google Analytics** to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of

UnscrambledHeads Privacy Policy

cookies. The information generated relating to my website is used to create reports about the use of the website. Google may also store and use this information.

We may **contact you** to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or money owed, to send updates about our company, or as otherwise necessary to contact you to enforce our contract, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail unless you explicitly tell us not to.

- UnscrambledHeads may at times create **hardcopy or digital notes** during or after a coaching session and keep these for the **Record Retention Policy** period. When these are created digitally, they will be stored on storage devices listed above. When these notes are hardcopy, they will be stored in a locked storage area. Both hardcopy and digital notes will be retained for at least 1 year from the date of the last appointment (or cessation of the Coaching Agreement) and will be destroyed up to 2 years from the date of the last appointment (or cessation of the Coaching Agreement).
- 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.
- If you would like to: **access, correct, amend or delete any personal information** we have about you, you are invited to contact us at UnscrambledHeads@gmail.com.