

THE NOUS HOUSE COACHING & CONSULTING LTD

PRIVACY POLICY – JUNE 2024

The Nous House Coaching & Consulting Limited is committed to safeguarding the privacy of The Nous House' clients, suppliers and website visitors; this policy sets out how we will treat your personal information.

This privacy policy sets out the basis for processing any personal data we collect from you or that you provide to us. Please read the following carefully to understand our practices regarding your personal data. By using our website (www.thenoushouse.co.uk) (our 'website') you are accepting and consenting to the practices described in this policy.

Depending on the purpose for which you are providing your personal data, for the purpose of the Data Protection Act (the 'Act'), the data controller (entity responsible for the data collected) will be The Nous House Coaching & Consulting Ltd. Within the context of this policy 'we' means The Nous House Coaching & Consulting Ltd.

The Nous House Coaching & Consulting Ltd, Registered in England: 15370521

DATA WE MAY COLLECT FROM YOU

The Nous House Coaching & Consulting Ltd may collect, store and process the following data about you:

- Information acquired / provided through the use of our website. This includes information provided at the time of subscribing to our newsletter, requesting free or paid for resources, participating in discussion boards or other social media functions or requesting further services. We may also ask you for information when you enter a competition or promotion, when you respond to a survey and / or when you report a problem with the websites.
- If you contact us, we may keep a record of that correspondence. If you send us personal information that identifies you via email, we may keep your email and email addresses. We may also collect information that is available from your browser.
- Details and information related to any transactions you carry out through the website and of the fulfilment of your service requests via our website or directly with our team (this includes but not limited to names, emails, phone numbers and addresses)
- Detail of your visits to the Websites including, but not limited to your IP address, geographical location, browser type, referral source, length of visit and number of page views, weblogs and other communication data, and the resources you access.
- Details of your access to our online resources or other materials.
- Any other information that you choose to send to us

HOW WE USE YOUR DATA

Your data will only be used for the purposes indicated when you submit the data or as detailed under this privacy policy.

We use personal information held about you in the following ways:

- To update and enhance our records.
- To compile information relating to your use of our services and make recommendations about services and other areas that may interest you.
- To enable you to use the services available on the website.
- To ensure that the obligations arising from any contracts entered into between you and us are carried out to provide you with the information and services that you request from us.
- To contact you by electronic means only if you have consented to this. You can opt-in/out of such notifications by following the instructions on our website (or elsewhere as applicable) or at any time after providing the information
- To send you general (non-marketing) commercial communications.
- To send you our newsletter and other marketing communications relating to our business which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications).
- To deal with enquiries and complaints made by or about you relating to the website.
- To reconcile and pay our suppliers accounts.
- To send statements and invoices to you, and collect payments from you. Your company name, address, contact name, telephone numbers, work email address and sales invoices are kept in our cloud to allow us to invoice services you have ordered. Your details are confidential.

YOUR RIGHTS

You may instruct us to provide you with any personal information we hold about you. Provision of such information may be subject to the payment of a fee (currently fixed at £10.00).

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you if we wish to use your data for such purposes and request your consent. If you wish to change your mailing preferences or opt-out of marketing communications sent from us, you may notify us via raphaellefinn@thenoushouse.co.uk or via the Unsubscribe option on MailChimp newsletters (when relevant).

Occasionally our marketing communications or websites may contain links to and from partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. If you would like to request a copy of your personal data under the Act or have any other related queries, please email raphaellefinn@thenoushouse.co.uk.

DISCLOSURE OF YOUR DATA

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose information about you:

- To the extent that we are required to do so by law.
- In connection with any legal proceedings or prospective legal proceedings.

In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

Except as provided in this privacy policy, we will not provide your information to any third parties.

ACCURACY

We will take reasonable steps to create an accurate record of any personal data you have submitted. However, we do not assume responsibility for confirming the on-going accuracy of your personal data. You can update your personal data by making amendments by emailing us at raphaellefinn@thenoushouse.co.uk. Please note that it may take up to 14 days for the changes to come into effect.

COOKIES

The Site uses cookies to distinguish you from other users of the Site.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use analytical/performance cookies. These allow us to recognize and count the number of visitors and to see how visitors move around the Site when they are using it. This helps us to improve the way the Site works by, for example, ensuring that users are finding what they are looking for easily.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance or targeting cookies.

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies), you may not be able to access all or parts of our site. For further information please refer to our **Cookie Policy**.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page. By continuing to use our website you will be deemed to have accepted such changes.