

SHINE COACHING CIC - PRIVACY POLICY



Who We Are

Shine Coaching is a CIC working within the UK. We currently work across Lancashire offering coaching support to Men to support them with anger, stress and conflict.

Our company number 10119860.

Policy Summary

Shine (“we”) promises to respect any personal data you share with us and keep it safe. We aim to be transparent when we collect data and not do anything you wouldn’t reasonably expect.

Shine Coaching is committed to respecting your privacy and ensuring the personal information you have entrusted to us is processed in accordance with General Data Protection Regulation (GDPR) (EU) 2016/679 and the Data Protection Act 2018.

Our marketing communications include information about our latest campaigns or fund raising activities and the services we provide. If you would like to receive such communications but have not opted in, please [contact us](#)

Likewise, if you would like to opt out please contact us above.

We collect personal information:

- To provide you with services in response to your needs.
- To help us plan and manage our services, to determine the way in which they are delivered.
- To keep you informed about our work. Please see more details in Marketing Permissions.
- To fundraise more efficiently, for example letting you know about fundraising events.

Data Protection

In carrying out our normal activities, we process and store personal information relating to our supporters and we are therefore required to adhere to the requirements of the Data Protection Act 2018(DPA).

We take our responsibilities under this act very seriously and ensure personal information we obtain is held, used, transferred and processed in accordance with that Act and all other applicable data protection laws and regulations including, but not limited to, the Privacy and Electronic Communication Regulations and General Data Protection Regulation.

The Ways We Collect Data

You may give us your information when you are referred by an agency or self refer to our enquiries page. This tells us you want us to contact you by phone or email.

Privacy Notice

This Privacy Notice explains what to expect when Shine Coaching collects and uses your personal information. Please read it carefully.

The Data Protection Act 2018 gives you the right:

- **To request, and securely obtain, copies of the personal information Shine Coaching holds about you.**
- **You can make this request to any member of staff email enquiries@shine-coaching.com**

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Why We Collect Information

We collect personal information:

- To provide you with services in response to your needs.
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- To fundraise more efficiently, for example letting you know about fundraising events.

How We Collect Personal Information

We collect personal information directly from you, or if you have been referred to our services by another agency and they have a lawful basis for which they can process your personal information.

The Personal Information We Collect

Personal identifiers such as your name.

Contact details could include post code, email and telephone number.

Any other personal identifiers and special categories of personal information will be collected as required specifically by the services you need access to.

(SENSITIVE) Personal Data

We will not ask this; but you may provide:

Data Protection law recognises some information as special categories of personal data. This includes but is not limited to, information which reveals your religious beliefs, health issues, race or ethnic origin.

Shine Coaching will always treat any special categories of personal data we process with the greatest care and process the information in accordance with Data Protection law.

Social Media

Depending on your settings or the privacy policies for social media and messaging services like Facebook or Twitter, you might give us permission to access information from those accounts or services.

Website

Our website does not use cookies.

Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

The Data We Collect & How We Use It

The type and amount of information we collect (and how we use it) depends on why you are providing it and what you tell us you would like us to do in the future.

We would only use your data to feedback to our funders and this is numerical. We do not share your name or contact information.

Supporters

If you are one of the amazing supporters who make our work possible, for example by volunteering, or writing for our Blog we may usually collect data that includes:

Your name

Your contact details

If volunteering we may ask for your address and emergency contact details

Your reason for supporting. This helps us understand which of our fundraising activities are favoured by our supporters. This is never mandatory and we only want you to share as much information as you are happy to.

Your data will mainly be used for:

Us to contact and offer our service

Keeping a record of your relationship with us

Ensuring we know how you prefer to be contacted by us

Understanding how we can improve our services, products or information.

Keeping your information up to date

Legitimate Interest & Targeted Communications

In some instances, we may collect and use personal information where this is necessary in our legitimate interest as a Community Interest Company. We only ever collect this data within the confines of the law and within your rights as an individual. To provide an improved experience for our supporters, we occasionally use profiling and screening techniques to ensure communications are relevant and timely. This also allows us to target our resources effectively; ensuring donor money is spent wisely and carefully. It helps us understand our supporters, allowing us to make appropriate requests to those who may be able and willing to give and/or attend our events.

Marketing Permissions

We love sharing news about how your support is changing the lives of the Men and their families across Lancashire. This includes sending you information about our work, news, appeals, campaigns, events and information on volunteering.

Email Marketing: we will ask for your permission to contact you by email for marketing purposes.

Shine Coaching is committed to respecting your choice to receive marketing communication. You can update your permission and contact preferences at any time, with details of how to unsubscribe from our mailings listed on all our communications, or by contacting us using the details listed above. This won't affect your access to any of our services.

Shine Coaching also provides community-based activities. We provide a package of services designed to meet Men's needs, and are supported by a range of funding streams, which includes donations from individuals, businesses, grants and contracts from charitable organisations and public sector bodies. This funding enables us to offer a holistic package of services to meet Men's needs.

We will only share personal information which is either consented to, or necessary by law. We are committed to ensure that all of our services, centres and partners have adequate levels of data protection safeguards when processing your personal information.

We monitor information security compliance and have written contracts which obligate our partners or third-party providers to process your personal information only on our instructions and in accordance with applicable data protection and privacy laws.

Sharing Your Story

You may choose to tell us about your experiences of working with us, using our services or your direct or indirect experience with mental health and anger coaching.

This may include you sharing sensitive information in addition to your biographical and contact information. This information is always stored securely and will never be used without your permission.

We may use some of the information provided in your story, including age, or a specific experience, to inform our marketing. This is so that those with an interest in a particular area will hear about related work.

How We Keep Your Data Safe & Who Has Access

We ensure that there are appropriate controls in place to protect your personal details. For example, online forms on our website are always encrypted and our network is protected and routinely monitored.

We will never sell your details to any third parties and do not share personal data with any third parties other than in the circumstances already outlined such as to our funders.

If you suspect someone is using our name unlawfully to fundraise, please report this by contacting enquires@shine-coaching.com

How Long We Keep Your Data

The Data Protection Act 2018 gives you the right:

- To request, and securely obtain, copies of the personal information Shine Coaching holds about you.
- You can make this request to any member of staff by email enquires@shine-coaching.com
- To correct or update your personal information processed by Shine Coaching.
- To request Shine Coaching to stop using your personal information for marketing purpose or for any other propose where there is no legal requirement for continued processing or necessary by law. We are committed to ensure that all of services, centres and partners have adequate levels of data protection safeguards when processing your personal information.

Reporting Concerns or Compliments

Please contact us if you wish to raise a concern about Shine Coaching's handling of your personal information or compliment that you think we have done well.

You also have the right to lodge a complaint with the Information Commissioner's Office about how we manage your data and in accordance with statutory requirements.

Any Changes

Shine Coaching will review this privacy notice regularly and may update it at any time for example, in the event of changes in law or how we operate. Please do check our website from time to time. If there are any significant changes in the way we process your personal information, we will provide a prominent notice on our website.