

NICOLA COOPER COACHING

Privacy Policy

Effective Date: 1st September 2026

Review Date: 1st September 2027

At Nicola Cooper Coaching, I am committed to protecting your privacy and handling your personal information responsibly and transparently.

This Privacy Policy explains what information I collect, why I collect it, how it is used and your rights regarding your personal data.

1. Who I Am

Nicola Cooper Coaching provides wellbeing and fertility mindset coaching, workshops and a self-paced digital programme through The Fertility Mindset Method.

If you have any questions about this Privacy Policy or how your information is handled, please contact:

Nicola Cooper Coaching

Email: nicola@stronglittleivfmama.co.uk

Website: www.stronglittleivfmama.co.uk

2. Information I Collect

Depending on how you interact with my business, I may collect:

Personal Information

- Name
- Email address
- Telephone number
- Postal address (if required)
- Emergency contact details (if provided)

Coaching Information

During our coaching relationship, you may choose to share information about:

- Your fertility journey
- IVF or fertility treatment
- Your wellbeing
- Personal goals
- Lifestyle
- Relationships
- Work or family circumstances

- Reflections completed during coaching

You are under no obligation to share information that you do not wish to discuss.

3. How Your Information Is Collected

Your information may be collected when you:

- Complete a discovery call booking form.
- Complete an enquiry form.
- Subscribe to my mailing list.
- Complete an onboarding questionnaire.
- Purchase coaching services.
- Attend coaching sessions.
- Purchase the **Fertility Mindset Method** self-paced digital course.
- Download workbooks or other course materials.
- Sign up for a workshop.
- Contact me by email or through my website.
- Download a free resource.

4. Why I Collect Your Information

I collect personal information so that I can:

- Provide coaching services.
- Arrange appointments.
- Provide access to purchased digital course content and workbooks.
- Manage workshop bookings and attendance.
- Communicate with you.
- Respond to enquiries.
- Send coaching resources.
- Maintain accurate client records.
- Improve my services.
- Send newsletters or marketing emails where you have given your consent.

5. Lawful Basis for Processing

Under UK data protection law, I process your personal information because:

- it is necessary to fulfil our coaching agreement, or a course or workshop purchase;
- you have given your consent (for example, to receive marketing emails); and/or
- I have a legitimate interest in managing and improving my coaching business.

Where I rely on your consent, you may withdraw it at any time.

6. Confidentiality

Everything discussed during coaching is treated with respect and confidentiality.

Information will only be shared if:

- you give your written permission;
- I am legally required to disclose information; or
- I believe there is a serious risk of harm to you or another person.

Anonymous themes may occasionally be discussed during professional supervision or continuing professional development. No identifying information will be shared.

7. How Your Information Is Stored

Reasonable steps are taken to protect your personal information from unauthorised access, loss or misuse.

Where information is stored electronically, it is kept using password-protected systems.

Any paper records are stored securely.

I will only retain personal information for as long as reasonably necessary to provide coaching or course services, meet legal obligations or resolve disputes.

8. Third-Party Services

To operate my business, I may use trusted third-party providers such as:

- Online meeting platforms (e.g. Zoom)
- An online course hosting platform, used to deliver and manage access to the digital course
- Email marketing platforms
- Payment processors
- Website hosting providers
- Appointment and workshop booking systems

These providers process information in accordance with their own privacy policies.

9. Marketing

If you subscribe to my mailing list, I may send newsletters, wellbeing resources, updates and offers.

You can unsubscribe at any time by clicking the unsubscribe link in any email or by contacting me directly.

I will never sell your personal information to third parties.

10. Your Rights

Under UK data protection law, you have the right to:

- request access to your personal information;
- request correction of inaccurate information;
- request deletion of your information where appropriate;
- request restriction of processing;
- object to certain types of processing;
- withdraw consent where processing is based on consent;
- request a copy of the information you have provided to me in a portable format, where applicable.

Requests should be made in writing using the contact details above.

11. Cookies

My website may use cookies to improve your browsing experience and understand how visitors use the website.

You can manage cookie preferences through your browser settings.

12. Children's Privacy

My coaching, workshops and digital course are intended for adults aged 18 years and over.

I do not knowingly collect personal information from children.

13. Changes to This Privacy Policy

This Privacy Policy may be updated from time to time.

The most recent version will always be available on my website.

14. Complaints

If you have concerns about how your personal information has been handled, I hope you will contact me first so that I have the opportunity to resolve the issue.

If you remain dissatisfied, you have the right to make a complaint to the Information Commissioner's Office (ICO).

Website: <https://ico.org.uk>

Contact

Nicola Cooper Coaching

Email: nicola@stronglittleivfmama.co.uk

Website: www.stronglittleivfmama.co.uk