**Privacy Policy**
Effective Date: 19 March 2025

**1. Introduction**
Welcome to Lark Coaching. We value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard your information when you visit our website <https://www.larkcoaching.co.uk> and use our therapeutic coaching services.

**2. Information We Collect**
When you visit our website or use our services, we may collect the following types of information:

* **Personal Information**: Name, email address, phone number, and any details you provide during inquiries, booking sessions, or consultations.
* **Payment Information**: If you purchase services, we collect billing details, but all transactions are processed securely through third-party payment providers.
* **Usage Data**: Information about how you interact with our website, including IP address, browser type, pages visited, and time spent on the site.
* **Health-Related Information**: If voluntarily shared, such as general concerns or goals for coaching (we do not collect medical records or diagnoses).
* **Session Notes:** I will keep notes of our sessions to facilitate the therapeutic coaching process and to comply with professional standards.

**3. How We Use Your Information**
We use your information for the following purposes:

* To provide and personalize our coaching services.
* Therapeutic Purposes: Your personal information is used solely to provide you with effective and ethical therapy and coaching, including scheduling appointments, conducting assessments, and maintaining a record of our sessions.
* Supervision: I may discuss your case with my supervisor, who is also bound by strict confidentiality guidelines.
* To respond to inquiries and schedule appointments.
* To process payments securely.
* To improve website functionality and user experience.
* To comply with legal and ethical obligations.

**4. How We Protect Your Information**
We implement industry-standard security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

* **Secure Storage:** Your personal information is stored securely, both electronically and in paper format, with access limited to those who need it for the provision of therapy.
* **Data Retention:** I will retain your information for 7 years from the end of our relationship, or as required by law, after which it will be securely destroyed or anonymized.
* **Data Breach Procedures:** In the unlikely event of a data breach, I will take all reasonable steps to mitigate the risk and notify you as required by law.

**5. Sharing of Information**
We do not sell, trade, or rent your personal information. However, we may share your data in the following situations:

* With service providers (e.g., payment processors, scheduling tools) who assist in delivering our services.
* If required by law, regulation, or legal process.
* If necessary to protect our rights, property, or safety.

**6. Your Rights and Choices**
You have the following rights regarding your personal data:

* Access, update, or delete your personal information.
* Withdraw consent for data collection where applicable.
* Opt-out of marketing communications.

To exercise these rights, contact us at larkcoaching@gmail.com

**7. Third-Party Links**
Our website may contain links to third-party websites. We are not responsible for their privacy practices, so we encourage you to review their policies before sharing information.

**8. Changes to This Policy**
We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated effective date.

**9. Contact Us**
If you have any questions or concerns about this Privacy Policy, please contact us at: Lark Coaching

larkcoaching@gmail.com

By using our website and services, you consent to this Privacy Policy.