

# The Feel Good Club

info@thefeelgoodclub.co.uk

## GDPR & Privacy Policy

The Feel Good Club, by Char

Contact: Info@thefeelgoodclub.co.uk

ICO Registration Number: ZC136902

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### 1. Introduction

This policy explains how personal data is collected, used, stored, and protected in line with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

This applies to all personal data relating to parents/guardians and children accessing coaching services.

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### 2. ICO Registration

This practice is registered as a data controller with the Information Commissioner's Office (ICO) and processes personal data in accordance with UK GDPR.

ICO Registration Number: **ZC136902**

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### 3. What Data Is Collected

**Parent/Guardian Data:**

- Name and contact details (email, phone, address)

**Child/Young Person Data:**

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- Name, age, and date of birth
- Relevant background and wellbeing information
- Session notes and progress records

## **Additional Data:**

- Communication records (emails, messages)
- Emergency contact details

Only information necessary for delivering the service is collected.

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## **4. Lawful Basis for Processing**

Personal data is processed under the following lawful bases:

- **Consent** – for participation in coaching
- **Legitimate interests** – to provide a safe and effective service
- **Legal obligation** – including safeguarding responsibilities

Parental/guardian consent is required for children under 18.

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## **5. How Data Is Used**

Personal data is used to:

- Deliver coaching services safely and effectively
  - Communicate with parents/guardians
  - Maintain accurate client records
  - Manage bookings and payments
  - Fulfil safeguarding responsibilities
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## 6. Data Protection Principles

All personal data is handled in accordance with GDPR principles:

1. Lawfulness, fairness and transparency
  2. Purpose limitation
  3. Data minimisation
  4. Accuracy
  5. Storage limitation
  6. Integrity and confidentiality
  7. Accountability
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## 7. Data Storage & Security

- Data is stored securely using password-protected systems
- Paper records are kept in a locked location
- Access to data is restricted to the coach only

Appropriate measures are in place to prevent unauthorised access, loss, or misuse.

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## 8. Data Retention

Data is retained only as long as necessary:

- Client records: Client records relating to children and young people will be retained until the client reaches the age of 25, or for a minimum of 7 years after the final session (whichever is longer), in line with safeguarding and professional practice guidance.

After this period, data will be securely deleted or destroyed.

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## 9. Data Sharing

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Personal data is kept confidential and will only be shared:

- With parent/guardian consent
- Where required for safeguarding purposes
- Where required by law

Only the minimum necessary information will be shared.

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## 10. Your Rights Under GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where applicable)
- Restrict or object to processing
- Withdraw consent at any time

Requests can be made via: [info@thefeelgoodclub.co.uk](mailto:info@thefeelgoodclub.co.uk)

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## 11. Safeguarding Exception

Confidentiality and data protection rights may be overridden where there is a safeguarding concern. The safety and wellbeing of the child will always take priority.

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## 12. Data Breaches

In the event of a data breach:

- Immediate steps will be taken to contain and assess the breach
- Affected individuals will be informed where required

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- The ICO will be notified if necessary
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## 13. Complaints

If you have concerns about how your data is handled, please contact:

**The Feel Good Club, by Char**

[info@thefeelgoodclub.co.uk](mailto:info@thefeelgoodclub.co.uk)

You also have the right to complain to the **Information Commissioner's Office (ICO)**:

[www.ico.org.uk](http://www.ico.org.uk)

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## 14. Updates to This Policy

This policy may be updated periodically to reflect changes in legal requirements or business practice.

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## Declaration

I am committed to protecting personal data and handling it responsibly in line with GDPR.

**Signed:** CHARLETTE HINDS

**Name:** Charlette Hinds

**Date:** 30th April 2026