

Privacy Policy

Overview

At Run With Kaz Coaching, your privacy is important to us. This Privacy Policy explains what personal information we collect, how we use it, how we keep it safe, and your rights regarding that information. By using our Service, you agree to the practices described in this Policy.

1. Who We Are

Run With Kaz Coaching ("the Company", "we", "us") provides personalised running coaching services. We are the data controller responsible for the personal information collected through our Website and coaching services.

If you have any questions about this Privacy Policy, please contact us via the contact form on our Website.

2. Information We Collect

We collect the following types of information from you:

- **Personal details:** Your name, email address, and any contact details you provide.
- **Health and lifestyle information:** Information provided via the Physical Activity Readiness Questionnaire (PAR-Q), Training and Lifestyle Form, and any communications regarding injuries or health concerns.
- **Running data:** For 1-2-1 plans, video footage of you running and any related performance information you share with the Coach.
- **Payment information:** Payment is processed securely by third-party providers (such as Stripe). We do not store your card details ourselves.
- **Website usage data:** Basic technical information such as IP address, browser type, and pages visited, collected via our hosting provider.

3. How We Use Your Information

We use your personal information to:

- Create and deliver your personalised training plan.
- Communicate with you about your coaching, including check-ins and updates.
- Process payments and provide receipts.
- Respond to enquiries submitted via the contact form.
- Improve our services and Website experience.
- Meet our legal and regulatory obligations.

4. Legal Basis for Processing

We process your personal information on the following lawful bases:

- **Contract:** To deliver the coaching services you have purchased.
- **Consent:** For optional communications such as marketing (which you can withdraw at any time).

- **Legitimate interests:** To run and improve our business in a way that respects your rights.
- **Legal obligation:** Where we are required by law to retain or disclose information.

5. Sharing Your Information

We will never sell your personal information. We only share it with:

- Trusted service providers who help us operate our business (for example, payment processors, email services, and website hosting).
- Regulatory or law enforcement bodies, where we are required to do so by law.

All third-party providers are required to handle your data securely and in line with applicable data protection laws.

6. Data Storage and Security

Your information is stored securely using reputable cloud-based services. We take reasonable technical and organisational measures to protect your data from unauthorised access, loss, or misuse.

Despite our best efforts, no method of online transmission or storage is 100% secure. We cannot guarantee absolute security, but we work hard to minimise any risk.

7. Data Retention

We keep your personal information only for as long as is necessary to provide our services and meet our legal obligations. Once it is no longer required, we will securely delete or anonymise it.

8. Your Rights

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

- Request a copy of the personal information we hold about you.
- Ask us to correct any inaccurate information.
- Request that we delete your information ("right to be forgotten"), subject to certain exceptions.
- Object to or restrict how we use your information.
- Withdraw your consent at any time where consent is the legal basis for processing.
- Lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.

To exercise any of these rights, please contact us via the Website.

9. Cookies and Analytics

Our Website may use minimal cookies or analytics tools to understand how visitors use the site. These do not personally identify you. You can disable cookies in your browser settings if you prefer.

10. Children's Privacy

Our Service is intended for individuals aged 18 and over. We do not knowingly collect personal information from children under 18. If you believe we have collected such information in error, please contact us so we can remove it.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Significant changes will be communicated via the Website or by email. The most recent version will always be available on our Website.

By using Run With Kaz Coaching, you confirm that you have read, understood, and agreed to this Privacy Policy.