

PRIVACY POLICY – co-coach 2025

Scope of This Policy

1. Ben Pinnington trading as co-coach (we or us or our) uses cookies when you visit our website, www.co-coachpro.co.uk, (the Website) to help customise the Website and improve your experience using the Website.

2. This policy applies between you, the user of this website, and us, Ben Pinnington trading as co-coach, the owner and provider of this website.

3. This Privacy Policy describes how co-coach (the "Site", "we", "us", or "our") collects, uses, and discloses your personal information when you visit, use our services, or make a purchase from www.co-coachpro.co.uk (the "Site") or otherwise communicate with us (collectively, the "Services"). For purposes of this Privacy Policy, "you" and "your" means you as the user of the Services, whether you are a customer, website visitor, or another individual whose information we have collected pursuant to this Privacy Policy.

Please read this Privacy Policy carefully. By using and accessing any of the Services, you agree to the collection, use, and disclosure of your information

as described in this Privacy Policy. If you do not agree to this Privacy Policy, please do not use or access any of the Services

4. When you visit the Website, and before your website places cookies on your computer, you will be presented with a message bar requesting your consent to set those cookies. By giving your consent to the placing of cookies, you are enabling us to provide a better experience and service. You may, if you wish, deny consent to the placing of these cookies; however, certain features of the website may not function fully or as intended. We do not knowingly handle or process data to those under the age of 18 or ensure additional safeguards if we do.

5. This Cookie Policy should be read alongside, and in addition to, our Privacy Policy, which can be found at: <https://www.co-coachpro.co.uk/co-coach-policies>.

6. By using our website, you agree to adhere to the coolie

What Are Cookies?

1. A cookie is a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the website.

2. This Website may place and access certain cookies on your computer. We use these cookies to improve your experience of using the Website and to improve our range of services.

3. Cookies do not usually contain any information that personally identifies you, as the Website user. However, personal information that we store about you may be linked to the information obtained from and stored in cookies. For more information on how such personal information is handled and stored, refer to our Privacy Policy which is available online at: <https://www.co-coachpro.co.uk/co-coach-policies>.

Types of Cookies

1. This Website uses the following cookies:

- **Strictly necessary cookies:** these are cookies that are required for the operation of the Website. They include, for example, cookies that enable you to log into secure areas of the Website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies:** these cookies allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies:** these are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region). By using the Website, you agree to our placement of functionality cookies.
- **Targeting cookies:** these cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website, and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

2. You can find a list of the cookies that we use in the attached Cookie Schedule.

3. We have carefully chosen these cookies and have taken steps to ensure that your privacy is protected and respected at all times.

How To Control Your Cookies

1. We give you control over which cookies we use. You can adjust your cookies preferences at any time at: <https://www.co-coachpro.co.uk/>.

2. You can also choose to enable or disable cookies in your internet browser. By default, most internet browsers accept cookies, but this can be changed. For further details, please see the help menu in your internet browser. Popular ways of enabling or disabling cookies are through:

- Google Chrome: <https://support.google.com/chrome/answer/95647>
- Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- Safari: <https://support.apple.com/en-us/HT201265>
- Microsoft Edge: <https://support.microsoft.com/en-us/microsoft-edge/privacy-and-security-settings-in-microsoft-edge>

3. You can switch off cookies at any time, however, you may lose information that enables you to access the Website more quickly and efficiently. Cookies can be changed by revisiting the cookie banner or via your web browser (see above in the 'How to control your cookies' section for examples).

4. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

5. For more information generally on cookies, including how to disable them, please refer to aboutcookies.org. You will also find details on how to delete cookies from your computer.

Changes To This Policy

1. Ben Pinnington trading as co-coach reserves the right to change this Cookie Policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website, and you are deemed to have accepted the terms of the Cookie Policy on your first use of the Website following the alterations.
2. This policy will be regularly reviewed every 3 or 4 months or when legal requirements change to ensure cookies are accurate. Any changes will be communicated via the website and/or email.

Contact Details

1. The website is owned by Ben Pinnington trading as co-coach of 23 Hundred Acres, Compton, PO18 9NN, England via Wix.

You may contact us:

1. By email at co-coach@hotmail.com.
2. By using the contact form on the Website.

This Policy was created on 02 January 2025.

Legal Basis for Using Cookies

- **Essential Cookies:** Processed under legitimate interest to ensure the website functions properly.
- **Performance/Analytics and Functionality Cookies:** Used based on user consent. You will be prompted to provide consent through our cookie banner on entry to our website. Here, you can accept or reject cookies.
- co-coach operates in the United Kingdom and adheres to GDPR requirements. No services are available to those overseas and therefore data, information, and cookies cannot be safeguarded for those accessing the website outside of the United Kingdom.

COOKIE SCHEDULE

Below is a list of the cookies that we use. We have tried to ensure this is complete and up to date, but if you think that we have missed a cookie or there is any discrepancy, please let us know. Cookies that are used on the website can be accepted or declined via the cookie banner.

Cookies that we use on the Website:

Preference Cookies:

We use the following preference cookies on the website:

- `ssr-caching` - Session cookie indication how a site was rendered and lasts 1 minute.

Strictly Necessary and Essential Cookies

We use the following strictly necessary cookies:

- `svSession`: Used in connection with user login lasting a persistent duration of two years.
- `hs`: Used for security reasons per session and Security Cookie for Hive (legacy) per session.

- XSRF-TOKEN: Prevents Cross-Site Request Forgery (CSRF) attacks per session and Cookie for fraud detection of calls per session.
- ssr-caching: Used in connection with user login per session per session.
- server-session-bind: Cookie for API protection per session (as per stated in the Wix's policy)
- client-session-bind: Cookie for API protection per session
- _wixAB3|*: Cookie for site experiments lasting 6 months.
- fedops.logger.sessionId: Tracking session errors and issues (resilience) lasting 12 months.
- bSession: Used for system effectiveness measurement lasting 24 hours.
- TS*: cookies for attack protection per session.

Functionality Cookies

We use the following functionality cookies:

- svSession - Used in connection with user login and lasts the duration of one year.
- _wixAB3: Indicates how the site was rendered per session.
- _wixAB3|9d8ca87e-f49f-48d4-8b8a-eb64d9b16f25: Likely a variation of the above, related to A/B testing or rendering optimization. Lasts the duration per session.

Analytical/Performance Cookies

We use the following analytical/performance cookies:

- s7 - Gather data regarding site usage and user behaviour on the website.
- fedops.logger.sessionId – Used for stability and effectiveness measurement and duration is persistent per session.
- fedops.logger.defaultOverrides - Used for stability and effectiveness measurement per session.
- XSRF-TOKEN - Gather data regarding site usage and user behaviour on the website per session.
- XSRF-TOKEN - This cookie is written to help with site security in preventing Cross-Site Request Forgery attacks per session.
- rc::a: Tracks and analyses user behaviour to distinguish humans from bots persistently for up to two years.

Targeting Cookies

We do not use targeting cookies at present.

Third-Party Cookies

Some of the cookies we use are set by third parties to provide additional functionality or analytics. These include:

- Google reCAPTCHA: Helps distinguish between humans and bots. For more information, visit [Google's Privacy Policy](#).
- Wix: Manages site rendering and performance. For more information, visit [Wix's Privacy Policy](#).

Note that co-coachpro.co.uk has no access to or control over these cookies that are used by third-party advertisers.

Our website may contain links to external sites. We are not responsible for their privacy practices. We recommend reviewing their privacy policies before submitting your data.

Wix

We use Wix.com for our website creation who are a 'processor' of site visitor data. As outlined in their policy, this means that Wix will only process site-visitors' data following instructions of the site owner or on your behalf. Wix.com will not process your site-visitors' data for our own benefit.

'Wix can store your site-visitors' data in a number of locations.

Your site-visitors' personal information may be stored in data centers located in the United States of America, Ireland, South Korea, Taiwan and Israel. We may use other jurisdictions as necessary for the proper delivery of our services and/or as may be required by law. The Wix.com platform is where our business is hosted. The internet platform that enables us to sell our goods and services to you is provided by Wix.com. Wix.com may store your data in databases, data storage, and other Wix.com apps. Your data is kept on safe servers that are protected by a firewall.

Every direct payment gateway that Wix.com provides and that our business uses complies with PCI-DSS requirements, which are overseen by the PCI Security requirements Council, an alliance of companies like Visa, MasterCard, American Express, and Discover. Our store and its service providers can handle credit card information securely according to PCI-DSS regulations.

Wix is a global company that respects the laws of the jurisdictions it operates within. The processing of the User Customer Data may take place within the territory of the European Union, Israel or a third country, territory, or one or more specified sectors within that third country, of which, the European Commission has decided that it ensures an adequate level of protection (transfer on the basis of an adequacy decision).'

Google

One of the third-party vendors on our website is Google. Additionally, it makes use of cookies, namely DART cookies, to show our site visitors advertisements based on their browsing history on www.website.com and other websites. Visitors can opt out of DART cookies, though, by going to the Google ad and content network Privacy Policy at <https://policies.google.com/technologies/ads>.

How do we collect, store and use your data and information.

We only ever seek to obtain the necessary information for our services.

We collect the following information intended for our services provided:

- First names
- Surnames
- Email addresses
- Phone numbers
- Qualifications
- Addresses
- We gather your computer's Internet protocol (IP) address, login credentials, email address, password, connection and computer information, and past purchases. To measure and gather session data, such as page response times, duration of visits to certain pages, page interaction data, and techniques for leaving a page, we might employ software tools.

Additionally, we gather payment information (including credit card information), comments, feedback, product evaluations, suggestions, personal profiles, and personally identifiable information (such as name, email, password, and correspondence).

- We gather personal information from you, including your name, address, and email address, when you make a purchase on our website. Your personal data will only be utilised for the purposes mentioned above.
- Payment data and information is also recorded for transactions of services.
- Shopping information including the items you view, put in your cart or add to your wishlist.
- Customer support information including the information you choose to include in communications with us, for example, when sending a message through the Services.

Some features of the Services may require you to directly provide us with certain information about yourself. You may elect not to provide this information, but doing so may prevent you from using or accessing these features.

Other ways we use your information includes:

- Create, manage, and maintain our website
- Enhance, customise, and grow our website
- Recognise and evaluate your usage of our website.
- Create new features, services, goods, and capabilities.
communicate with you directly or through one of our partners for a variety of reasons, such as customer support, website updates and other information, marketing, and promotions.
- Provide you with emails
- Identify and prevent fraud
- We may obtain information about you from third parties, including from vendors and service providers who may collect information on our behalf, such as:- Companies who support our Site and Services, such as Shopify.- Our payment processors, who collect payment information (e.g., bank account, credit or debit card information, billing address) to process your payment in order to fulfill your orders and provide you with products or services you have requested, in order to perform our contract with you.- When you visit our Site, open or click on emails we send you, or interact with our Services or advertisements, we, or third parties we work with, may automatically collect certain information using online tracking technologies such as pixels, web beacons, software developer kits, third-party libraries, and cookies.
- Your data may be shared when required to by UK law.

How we store your information.

Wix.com may store your data in databases, data storage, and other Wix.com apps. Your data is kept on safe servers that are protected by a firewall.

None of your information is ever shared without written consent. Your information will never be sold.

Your data protection rights (GDPR)

We want to make sure you understand all of your rights regarding data protection. Each user has the following rights:

- The entitlement to access - you are entitled to obtain copies of your personal information.

- The right to rectification: You are entitled to ask us to update any information you feel is incorrect. Additionally, you have the right to ask us to complete any information you feel is lacking.
- The right to expungement - Under some circumstances, you have the right to request that we delete your personal information.
- The right to restrict processing: Under specific circumstances, you have the right to ask that we stop processing your personal data.
- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to object to processing: In some circumstances, you may object to how we process your personal information.
- The right to data portability: In certain situations, you may ask us to provide the information we've gathered to another company or to you directly.
- The right to lodge a complaint with your local data protection authority. Please see below for contact details to the Independent Commissioners Office (ICO) to lodge a complaint:

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

Phone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF."

We have one month from the time you submit a request to the time we respond to complaints directly to us. Please get in touch with us if you want to utilise any of these rights.

Data Breaches

In the event of a data breach that poses a risk to your personal data, we will notify you and the relevant supervisory authority (Information Commissioner's Office (ICO) within 72 hours in line with UK GDPR law.

Changes to This Policy

We reserve the right to update this policy from time to time. Any changes will be posted on this page with an updated effective date. Clarifications and modifications will become effective as soon as they are posted on the website. To let you know what information we gather, how we use it, and under what circumstances, if any, we use and/or disclose it, we will update this policy and let you know here if there are any significant changes.

Contact Us

If you have questions about this Cookie Policy, please contact us:

- co-coach@hotmail.com
- Web form via www.co-coachpro.co.uk