



mb360

multi-modality coaching | personal and professional development

Privacy Notice

How mb360 uses the personal data of clients and coachees.

Data controller	mb360
Contact	hello@mb-360.com
ICO registration	C1973019

This notice explains what personal data mb360 collects about you when you take part in our coaching and development services, how we use it, and your rights. It is written for the people we coach and the clients who commission our work.

Who we are

mb360 provides multi-modality coaching and personal and professional development. We are the data controller for the personal data described here. You can contact us at hello@mb-360.com.

The personal data we collect

- **Contact and booking details-** such as your name, email, phone and session arrangements.
- **Coaching information-** notes, goals, my360 profile data, and information you choose to share during sessions.
- **Sensitive information-** where relevant to coaching or wellbeing work, this may include health-related information. We treat this as special category data and handle it with extra care.
- **Website enquiries-** if you contact us through our website, we collect the details you provide, such as your name, email and message.

Where your data comes from

We collect most of this information directly from you. Some details, such as your name and email, may be provided to us by the organisation that arranges your coaching, so that we can set up your sessions.

How we use it, and our lawful basis

- **To provide and manage your coaching-** on the basis of our contract with you or the organisation that commissions us, and our legitimate interest in delivering the service well.

- **To create my360 profiles-** with your involvement and, where appropriate, your consent.
- **To meet legal and safeguarding obligations-** where the law requires, or where there is a risk of serious harm.

Where we process special category data (such as health information), we do so with your explicit consent or another lawful condition under the UK GDPR.

Who we share it with

- **Your sponsoring organisation-** only at the level agreed in advance (for example attendance or high-level themes). The content of your individual sessions is kept private unless you agree otherwise or safeguarding requires it.
- **Associate coaches-** who deliver your programme under contract with mb360 and the same confidentiality and data-protection standards.
- **Service providers-** such as scheduling or secure video platforms, under appropriate data agreements.
- **Authorities-** where we are required by law, or where there is a safeguarding concern.
- **Service providers-** such as Google, Zoom, Telegram and our website host, which we use to deliver, schedule and communicate about your coaching, under appropriate terms.

How long we keep it

We keep your data only as long as necessary such as the duration of the retention period, and up to 12 months after the coaching ends and then securely delete or destroy it, unless the law requires us to keep it longer.

Where your data is held

We hold your information both on paper and electronically, and keep it secure at all times. Paper records, such as coaching notebooks, are kept securely locked away and destroyed as confidential waste once your coaching container has ended. Electronic records and communications are held in secure, password-protected tools. Depending on your programme these may include Google (Docs and Drive) for notes and documents, Zoom for virtual sessions, Telegram for messaging, and our website for enquiries and bookings. Some of these providers may store or process data outside the UK. Where that happens, appropriate safeguards are in place as required by UK data protection law.

Your rights

You have the right to be informed about how your data is used, and to access, correct, erase, restrict, object to, or port your data. To exercise any of these, contact us using the details above.

Complaints

If you have a concern about how we handle your data, please contact us first so we can put it right. You also have the right to complain to the Information Commissioner's Office at ico.org.uk.

Changes to this notice

We may update this notice from time to time. The current version is shown at the top.
