



Privacy Notice

Effective date: 31/08/2026

Last updated: 31/08/2026

1. Introduction

This Privacy Notice explains how Harlow HR ("I", "me", or "my") collects, uses, stores and protects your personal information when you enquire about or use my ADHD coaching services, visit my website, or otherwise communicate with me.

I am committed to protecting your privacy and handling your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who I Am

Business Name: Harlow HR

Coach: Angela Williamson

Email: angelawilliamson@harlowhr.com

If you have any questions about this Privacy Notice or how I handle your personal information, please contact me using the details above.

3. The Information I Collect

Depending on how you interact with my business, I may collect the following information:

Personal information

- Name
- Email address
- Telephone number
- Postal address (where provided)
- Emergency contact details (if relevant)

Coaching information

During coaching you may choose to share information including:

- Your goals and aspirations
- ADHD-related challenges and strengths
- Lifestyle, work or study circumstances
- Progress and agreed actions
- Notes taken during coaching sessions



Health-related information

As an ADHD coach, you may choose to share information about:

- ADHD diagnosis or assessment
- Neurodivergence
- Mental health
- Medication
- Other health information relevant to coaching

This information is only collected where it is relevant to providing coaching services and where you choose to provide it.

Technical information

If you visit my website, I may collect technical information such as:

- IP address
- Browser type
- Device information
- Website usage information
- Cookie data (where applicable)

4. How I Collect Information

I collect information when you:

- Contact me by email, telephone or through my website
- Complete enquiry or booking forms
- Book appointments through Calendly
- Participate in coaching sessions via Microsoft Teams
- Complete questionnaires or assessments
- Provide information during coaching sessions

5. How I Use Your Information

I use your personal information to:

- Respond to enquiries
- Arrange appointments
- Deliver ADHD coaching services
- Keep coaching records
- Communicate with you about coaching
- Process payments and maintain financial records
- Improve my services
- Meet legal and regulatory obligations
- Protect my legal rights where necessary

I will only use your personal information for the purposes for which it was collected unless I have a lawful reason to do otherwise.



6. Legal Basis for Processing

Under UK GDPR, I rely on one or more of the following lawful bases:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate interests in operating my coaching practice

Where I process special category personal data, such as health information, I will do so only where permitted by law and, where appropriate, with your explicit consent.

7. Confidentiality

Coaching sessions are confidential. However, confidentiality may be limited where:

- I am required by law to disclose information.
- There is a serious risk of harm to you or another person.
- Disclosure is necessary to protect someone's vital interests.
- Information is required by a court or other lawful authority.

Where appropriate, I will seek to discuss any disclosure with you before sharing information.

8. Sharing Your Information

I do not sell your personal information.

To provide my coaching services, I use trusted third-party service providers who process personal data on my behalf. These may include:

- **Microsoft Teams**, to host online coaching sessions and communicate with clients.
- **Calendly**, to enable you to book, reschedule and cancel coaching appointments.
- Secure payment providers (where applicable), to process payments.
- My accountant or professional advisers where necessary for legal, tax or accounting purposes.
- IT, website hosting or cloud storage providers that help me operate my business securely.

These organisations are required to protect your personal information and only process it for the services they provide to me.

I may also share information where required by law, to comply with legal obligations, or to protect my legal rights or the safety of others.

9. International Transfers

Some of the third-party providers I use, including Microsoft and Calendly, may process or store personal information outside the United Kingdom.

Where this occurs, I ensure appropriate safeguards are in place, such as adequacy regulations or approved contractual safeguards, to protect your personal information.



10. Online Coaching

Coaching sessions are normally delivered using Microsoft Teams. Sessions are **not routinely recorded**. If I ever wish to record a session for any reason, I will ask for your explicit consent beforehand. I recommend that clients attend sessions from a private location where they feel comfortable discussing personal matters.

11. Appointment Booking

I use Calendly to manage appointment bookings. When you book an appointment, Calendly collects information such as your name, email address and preferred appointment time so that bookings can be managed and confirmed. Calendly processes this information in accordance with its own privacy practices.

12. How I Protect Your Information

I take appropriate technical and organisational measures to protect your information, including:

- Password-protected devices
- Secure email systems
- Secure cloud storage
- Restricted access to client information
- Regular software and security updates

Although I take reasonable precautions, no method of electronic storage or internet transmission can be guaranteed to be completely secure.

13. How Long I Keep Your Information

I retain personal information only for as long as necessary.

Typically:

- Enquiries that do not become clients: up to 12 months
- Coaching records: up to 7 years after coaching ends
- Financial records: as required by UK tax legislation

Information is securely deleted or destroyed when it is no longer required.

14. Your Rights

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

- Request access to your personal information.
- Request correction of inaccurate or incomplete information.
- Request deletion of your information where applicable.
- Request restriction of processing.
- Object to certain types of processing.
- Request transfer of your information where applicable.
- Withdraw consent where processing is based on consent.

To exercise any of these rights, please contact me using the details in this notice.



15. Cookies

If my website uses cookies, they help improve website performance and user experience. Where required by law, I will obtain your consent before placing non-essential cookies on your device.

16. Children's Privacy

My coaching services are intended for adults unless otherwise agreed. Where coaching is provided to young people, personal information will be handled in accordance with applicable law and, where appropriate, with the involvement of a parent or legal guardian.

17. Complaints

If you have concerns about how I handle your personal information, I encourage you to contact me first so that I can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

18. Changes to This Privacy Notice

I may update this Privacy Notice from time to time.

The latest version will always be available on request or published on my website. The "Last updated" date at the top of this notice indicates when changes were made.