
Privacy Policy

Good Gift Consulting Ltd

Last updated: April 2026

1. Who We Are

Good Gift Consulting Ltd provides leadership coaching, CPD training, and education consultancy services to individuals, schools, and organisations.

Registered company name: Good Gift Consulting Ltd

Company number: 15736658

Registered in: England and Wales

Director: Maureen Brettell BSc (Hons), NPQH, FCCT

Email: hello@goodgiftconsulting.com

Website: www.goodgiftconsulting.com

Telephone: 07562 948309

We are the data controller for personal data collected through our website, services, and client engagements. We are registered with the Information Commissioner's Office (ICO). You can verify our registration at ico.org.uk.

2. What Personal Data We Collect

Depending on how you interact with us, we may collect and hold the following:

Contact and identity data

- Name, email address, and telephone number
- Professional role and school or organisation name
- Any information you choose to share when contacting us or completing an enquiry form

Coaching and programme data

- Notes made during or after coaching sessions (held by the Coach only)
- Goals, actions, and reflections shared within the coaching relationship
- Scheduling and correspondence related to your programme

Website and usage data

- IP address, browser type, and pages visited (via website analytics)
- Cookie data — see Section 10 for more detail

3. How We Collect Your Data

We collect personal data in the following ways:

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- When you complete an enquiry or contact form on our website
 - When you sign up to our mailing list
 - When you engage with us directly by email, telephone, or in person
 - When you enter into a coaching or service agreement with us or with an organisation commissioning our services on your behalf
 - Through website analytics tools (see Section 10)

4. How We Use Your Data

We use personal data for the following purposes:

- To respond to enquiries and communicate with prospective clients
- To deliver coaching, training, and consultancy services
- To schedule and manage sessions and programmes
- To send service-related updates and information
- To send newsletters or marketing communications, where you have given consent
- To maintain accurate business records and meet our legal obligations
- To improve the quality and delivery of our services

5. School-Commissioned Coaching — A Note on Confidentiality

This section is particularly important where a school or organisation commissions coaching on behalf of a member of staff.

Where a school, trust, or other organisation commissions Good Gift Consulting to deliver one-to-one coaching to a member of their staff, the following applies:

- The coachee's personal data and session content is held by the Coach independently and is not shared with the commissioning organisation
- The commissioning organisation is not given access to coaching notes, session content, or personal disclosures made by the coachee
- Any end-of-programme summary provided to the commissioning organisation will contain only broad themes agreed in advance with the coachee — never personal details or session content
- The coachee's data will be deleted at the conclusion of the coaching engagement, in line with the terms of their individual coaching agreement

The coaching relationship is governed by a separate Coaching Agreement, which sets out confidentiality protections in full.

6. Our Lawful Basis for Processing

We process personal data on the following lawful bases under UK GDPR:

Contract: where processing is necessary to deliver services you have entered into an agreement to receive

Consent: where you have actively opted in, for example to receive marketing emails or newsletters

Legitimate interests: where we have a legitimate business reason, such as responding to an enquiry or improving our services, and this does not override your rights

Legal obligation: where we are required to process or retain data by law

7. How We Store Your Data

We take the security of your personal data seriously. Data is stored using the following platforms and practices:

- Email and calendar: Microsoft Outlook / Google Workspace, with access controls in place
- Client files and coaching notes: stored on encrypted devices and/or secure cloud storage (Microsoft OneDrive)
- Website data: managed via Wix, which operates its own security and data infrastructure
- Mailing list: managed via a GDPR-compliant email marketing platform

We do not transfer your data outside the UK or EEA unless the receiving country has an adequate level of data protection in place.

8. How Long We Keep Your Data

Enquiries and website contact forms: up to 12 months from the date of last contact

Coaching clients (individually commissioned): for the duration of the programme, then deleted at its conclusion unless otherwise agreed in writing

School-commissioned coaching: data held on the coachee is deleted at the end of the engagement in line with the coaching agreement

Business and financial records (invoices, contracts): up to 6 years, in line with HMRC requirements

Mailing list subscribers: until you unsubscribe or withdraw consent

9. Your Rights Under UK GDPR

You have the following rights in relation to your personal data:

- The right to access the personal data we hold about you
- The right to have inaccurate data corrected
- The right to have your data deleted ('the right to be forgotten'), subject to any legal retention obligations
- The right to restrict or object to processing
- The right to withdraw consent at any time, where consent is the basis for processing
- The right to data portability

To exercise any of these rights, please contact us at hello@goodgiftconsulting.com. We will respond within one calendar month.

10. Third-Party Services

We use the following third-party services in the course of our work. Each operates under its own privacy policy and data processing terms:

Wix: website hosting and contact forms

Google Analytics: website usage data and traffic analysis (anonymised)

Microsoft OneDrive / Google Workspace: secure document and data storage

SignWell: electronic signatures for coaching agreements

We only work with third-party services that provide appropriate data protection guarantees. We do not sell your data to any third party.

11. Cookies

Our website uses cookies — small text files stored on your device when you visit — to help us understand how the site is used and to improve your experience.

The types of cookies used on our site include:

- Essential cookies: necessary for the website to function
- Analytics cookies: used to collect anonymised information about how visitors use the site (via Google Analytics)
- Preference cookies: used to remember your settings and choices

You can manage or disable cookies through your browser settings at any time. Disabling cookies may affect some website functionality. Our website uses Wix's built-in cookie consent tools in line with UK GDPR requirements.

12. Changes to This Policy

We may update this Privacy Policy from time to time, for example when we change how we work, when services change, or to reflect changes in the law. The most current version will always be available on our website. The 'Last updated' date at the top of this page will reflect when changes were last made.

If you are a current client and we make a material change to how we handle your data, we will notify you directly.

13. Complaints

If you have any concerns about how we handle your personal data, please contact us in the first instance at info@goodgiftcoachingandeducation.com and we will do our best to resolve the issue promptly.

If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator:

Website: www.ico.org.uk

Telephone: 0303 123 1113

Terms & Conditions

Good Gift Consulting Ltd

Last updated: April 2026

1. Introduction

These Terms & Conditions govern the services provided by Good Gift Consulting Ltd (Company No. 15736658), registered in England and Wales. By engaging our services, you agree to these terms.

Where a formal coaching or service agreement is in place, the terms of that agreement take precedence over these general Terms & Conditions in the event of any conflict.

2. Services

We provide one-to-one coaching, CPD training, and education consultancy services. The specific scope, format, and duration of any engagement will be agreed in writing prior to commencement.

Coaching is not therapy, counselling, or a substitute for clinical or mental health support. Clients are responsible for their own decisions, choices, and outcomes.

3. Booking and Payment

All fees are agreed in writing before services begin. Invoices are payable within 30 days of the invoice date unless otherwise agreed.

Late payment may result in sessions being paused or rescheduled until the outstanding balance is settled. We reserve the right to charge statutory interest on overdue invoices in line with the Late Payment of Commercial Debts (Interest) Act 1998.

Where coaching is commissioned by a school or organisation on behalf of an individual, the commissioning body is responsible for payment.

4. Cancellation and Rescheduling

We ask for a minimum of 24 hours' notice to cancel or reschedule any coaching session. This should be confirmed by email. Sessions cancelled with less than 24 hours' notice, or missed without notice, will be counted as a session used.

For CPD and consultancy engagements, cancellation terms will be agreed in advance and set out in the relevant service agreement or proposal.

5. Confidentiality

All coaching sessions are confidential. We will not share the content of sessions with any third party without your explicit written consent, except:

- Where we have a safeguarding concern requiring disclosure
- Where there is a legal or regulatory obligation to disclose

Where coaching is commissioned by a school or organisation, the individual coachee's confidentiality is protected in full. Please refer to our Privacy Policy and to the individual Coaching Agreement for further detail.

6. Intellectual Property

All materials, frameworks, resources, and content created and delivered by Good Gift Consulting Ltd remain our intellectual property. They may not be reproduced, distributed, or used for commercial purposes without our prior written consent.

7. Liability

Good Gift Consulting Ltd will not be liable for any indirect or consequential losses arising from the use of our services or from decisions made as a result of coaching or consultancy work.

Our total liability in connection with any engagement shall not exceed the total fees paid for that engagement.

Nothing in these terms limits liability for death, personal injury caused by negligence, or any other liability that cannot lawfully be excluded.

8. Data Protection

We handle all personal data in accordance with our Privacy Policy and UK GDPR. Our full Privacy Policy is available on our website.

9. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

10. Changes to These Terms

We may update these Terms & Conditions from time to time. The most current version will always be available on our website. Continued engagement with our services following any update constitutes acceptance of the revised terms.